



CLIENT COMPLAINT POLICY

INTRODUCTION

Healthy Minds Consulting, Inc. (HMC) is dedicated to providing excellent service and maintaining healthy, ethical, and positive client and collegial relationships. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

The following outlines our policy and procedures for the handling of verbal and written complaints.

SUMMARY

We want to resolve any complaints as soon as possible. Please contact our office via any of the methods listed below and we'll do our best to resolve any problems you may be having with our products or services, as soon as possible. You can find a copy of this policy on our website at HealthyMindsConsulting.com/Complaints.

HANDLING YOUR COMPLAINT

Upon receipt of a complaint, we will investigate the matter and may contact you to gather any additional information needed to resolve the matter. Our aim is to resolve complaints in a timely manner and to your satisfaction.

Complaints made to HMC are overseen by our Executive Director and our Director of Growth and Development. At any time, you may request to speak directly to either of these individuals.

CONTACT INFORMATION

To initiate a complaint with Healthy Minds Consulting, Inc., you may contact us:

By phone:
310.913.0138

By email:
kellyrain@healthymindsconsulting.com

By mail:
P.O. Box 5681
Santa Monica, CA 90409