**Complaints Policy for Caloranti Retreats & Training**

**1. Purpose**

The purpose of this Complaints Policy is to provide a clear and transparent process for students to express their concerns or dissatisfaction regarding the holistic training course. This policy aims to ensure that all complaints are handled fairly, promptly, and effectively.

**2. Scope**

This policy applies to all students enrolled in the holistic training course or attended one of our Retreats. It covers complaints related to course content, delivery, instructor performance, administrative processes, and any other aspect of the training experience.

**3. Definition of a Complaint**

A complaint is defined as an expression of dissatisfaction regarding the course services or related parties that requires a response or resolution.

**4. Complaints Procedure**

**Step 1: Raising a Complaint**

* Students should first attempt to resolve the issue informally by discussing their concerns directly with the instructor or relevant staff member.
* If the issue cannot be resolved informally or if the student feels uncomfortable addressing it directly, they may submit a formal complaint.

**Step 2: Submitting a Formal Complaint**

* Complaints should be submitted in writing via email or a designated complaint form.
* The complaint should include the following information:
	+ Student's name and contact information
	+ A clear description of the complaint
	+ Relevant dates and details
	+ Any supporting evidence (if applicable)

**Step 3: Acknowledgment of Complaint**

* Upon receipt of the formal complaint, staff will acknowledge it within five business days, providing the student with a reference number and outlining the next steps in the process.

**Step 4: Investigation**

* The complaint will be investigated by the appropriate designated staff member or committee.
* The investigation will include gathering information from all parties involved and may take up to 15 business days.
* If additional time is required, the student will be informed of the delay and the reasons for it.

**Step 5: Outcome**

* After the investigation, the student will receive a written response detailing the findings and any actions taken.
* The outcome will be communicated within five business days of completing the investigation.

**Step 6: Appeals Process**

* If the student is not satisfied with the outcome, they may submit an appeal within 10 business days of receiving the response.
* The appeal should be addressed to a higher authority within the organization, such as the program director, and will involve a review of the investigation process and outcome.

**5. Confidentiality**

All complaints will be handled with confidentiality and sensitivity. Only those directly involved in the investigation will be privy to the details of the complaint.

**6. Non-Retaliation**

Students who submit complaints in good faith will not face retaliation or adverse consequences for their actions. This policy encourages open communication and ensures a safe environment for all students.

**7. Review of Policy**

This Complaints Policy will be reviewed annually, and updates will be made as necessary to ensure it meets the needs of students and the organization.

**8. Contact Information**

For more information or to submit a complaint, students can contact:

Caloranti Retreats & Training
calorantiwellness@outlook.com
07360653814