



Complaints Procedure

Healing Space is committed to providing high quality and ethical learning environment. If you are in any way unhappy about any aspect of the training, please let us know as soon as possible.

If you have a complaint:

Contact us:

- In person – if you have an issue during the training then we are always listening!
- By letter: Trees, Perrymans Lane, High Hurstwood, Uckfield, E. Sussex, TN22 4AG. It may be advisable to send it recorded delivery.
- By email: healingspacecourse@gmail.com
- By telephone: Jude Murray on 07721 468039

We take all complaints seriously and will address your concerns promptly. We aim to resolve all complaints as quickly as possible. The length of time will depend on the nature of the complaint, but we will acknowledge receipt of your complaint within 3 working days and endeavour to come to a satisfactory conclusion within a reasonable timescale.

Any correspondence will be treated in confidence. An exception will be made if a third party is implicated by your complaint and we need to discuss the details of your complaint in order to reach a satisfactory conclusion, or if there is a serious safeguarding issue to address.

Your complaints will be dealt with in all cases by the Healing Space faculty- Jude Murray, Richard Harding or Juliette Gray.