



Complaint Policy

We really hope you'll be happy with the services you receive. If you have any questions or concerns please raise these with us immediately and allow us some time to resolve this for you.

If however, following raising your issues you still feel the problem hasn't been resolved, you can put your complaint in writing to Alison, info@consciousmeraki.co.uk. You will need to set out the details of your complaint, including dates, and copies of any supporting information (such as emails, receipts for payments).

- Once received we will acknowledge your complaint as soon as possible.
- We will review your experience and all the facts and information provided to understand what has happened.
- During the investigation we'll keep you informed.
- Whilst we expect to respond to all complaints as priority, for more detailed complaints we may need up to 30 days to fully understand and review the situation.
- Once reviewed, we'll send you our response to conclude the situation.

If your complaint still cannot be resolved, we will instigate independent mediation to find a resolution.

If your complaint relates to Data Protection

You may find the [link to the ICO](#) helpful for understanding what constitutes a complaint, how to submit a complaint and the steps involved.

Alison Cook

Director, Conscious Meraki

Reviewed January 2026