

The Dan Tien Complaints Procedure

If you are unhappy about any aspect of our service or your support we would ask you to inform us in writing.

Details of contacts are shown at the bottom of this section.

If you make a complaint about our service we promise to:

- acknowledge your complaint within 5 working days;
- make every effort to reply to your complaint in full within 10 days;
- reply to your complaint in full within 4 weeks;
- keep you informed of any progress resulting from your complaint;
- ensure that all letters have a return address, contact name and phone number;
- apologise if we make mistakes and offer an explanation of why it went wrong;
- review our procedures and practices and tell you what has been done to prevent it happening again.

All complaints received by The Dan Tien will be treated and dealt with in the strictest confidence.

Contacting The Dan Tien:

Phone: 01923 236815

Address: The Dan Tien Ltd
Harebreaks Community Hub
The Square
Watford
Herts
WD24 6NJ

Email: hello@thedantien.co.uk