

# **SoundEmotive LTD**

## **Complaints procedure and Whistleblowing procedure**

SoundEmotive aims to ensure that all aspects of your therapy are dealt with promptly, efficiently and fairly.

At all times SoundEmotive are committed to providing you with the highest standard of service.

If you have any concerns or you are dissatisfied about the and wish to complain you should, in the first instance, contact SoundEmotive in writing at: SoundEmotive LTD, Daisy House, Upton Scudamore , Wiltshire, BA120AE, United Kingdom or by telephone on +44 (0)7725367700 or by email at [support@soudemotive.com](mailto:support@soudemotive.com)

Where you are not satisfied with the final response from Soundemotive, you also have the right to refer your complaint to the Financial Ombudsman Service to review your case. This does not affect your legal rights. Address: Financial Ombudsman Service Exchange Tower London E14 9SR Telephone: 0800 023 4567 or +44 20 7964 0500 from outside the United Kingdom Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) If you contact them or us, please quote the policy number shown in your policy schedule

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