



Meet Your Mind  
Online

# Complaints Procedure

At Meet Your Mind Online, we value your feedback and are committed to resolving issues in a fair, timely and efficient manner. Please see below the ways you can make a complaint depending on your problem.

## Therapist or Practitioner

If you have a complaint about a therapist or practitioner's conduct that you have been unable to resolve to your satisfaction, or that you believe is serious enough you wish to report it to the practitioner's professional body, you will find details of what professional body they are registered with on their profile page. You can then report the therapist directly.

## Meet Your Mind Online Platform

Any complaints about the platform, consulting services or booking process should be directed to the CEO, Jessica Kelly. Contact her either by email: [info@meetyourmindonline.com](mailto:info@meetyourmindonline.com), or by post. International House, 12 Constance Street, London, E16 2DQ. Jessica will aim to contact you back within 7 days of receipt of any complaints.