

Complaints Procedure - Yasmina Louise Nutrition

Last updated: 5 December 2025

My Complaints Policy

I am committed to providing high-quality nutritional services to all clients. If something goes wrong, I encourage you to tell me so I can improve. Complaints are handled fairly, promptly, and with respect.

If you have a complaint, please contact me with the details. I will acknowledge and investigate it, aiming to resolve matters quickly. If I cannot resolve your complaint within **eight weeks**, you may escalate it to the **Association for Nutrition**.

What Will Happen Next?

Acknowledgement

I will send you an email acknowledging receipt of your complaint within **three working days**, including a copy of this procedure.

Investigation

I will investigate your complaint. This may involve reviewing records, speaking with relevant parties, and consulting a fellow Registered Nutritionist. I may invite you to a meeting to discuss the complaint and possible solutions. You are welcome to bring someone to support you.

Confirmation

Within **three working days** of the meeting, I will write to you confirming what was discussed and any solutions agreed.

Written Response (if no meeting)

If you prefer not to meet, or if a meeting is not possible, I will send you a detailed written reply within **21 days** of acknowledging your complaint. This will include my findings and suggestions for resolution.

Review

If you are still not satisfied, you can request a review. I will arrange for a fellow Registered Nutritionist to review my decision. You will receive a written response within **14 days** of your request, confirming my final position and reasons.

Escalation

If you remain dissatisfied, you may contact the **Association for Nutrition** quoting my



registration number [insert your AfN registration number]. Complaints must be lodged within **one month** of receiving my final letter.

Address: Association for Nutrition, 28 Portland Place, London, W1B 1LY

Online: <https://www.associationfornutrition.org/about/complaints-and-concerns>

Contact Details

Yasmina Louise Nutrition

Yasmina Abbas

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Notes

Complaints are handled confidentially.

Records of complaints are kept securely and only for as long as necessary.

This procedure is reviewed regularly to ensure fairness and compliance with professional standards.