



The Lactation OT

Complaint Policy

Purpose

The Lactation OT LLC ("the Company") endeavors to be responsive to customers and to quickly and fairly address any concerns or complaints the customer may have. The Company recognizes a customer's right to make a complaint about the conduct of the Company's operations, services, staff, or third-party vendors, where that customer's interests appear to have been adversely affected. The purpose of the Complaint Resolution Policy is to protect the customer's rights, including the right to comment and complain; provide an efficient and fair process for resolving customer complaints; and to monitor complaints in an effort to improve the quality of operations of the Company.

Definitions

Complaint: An expression of dissatisfaction or concern regarding the products, operating procedures, staff, or complaint handling process made by a customer.

Complainant: The person making the complaint.

Customer: The person or entity that has purchased from or otherwise engaged in a business relationship with the Company.

Complaint Log: Electronic records of all incoming complaints, including information on the complainant and resolution of complaint.

Complaint Process

Customers should initially direct their concerns, made in writing, via email to info@LactationOT.com or via the complaint form found here: <https://forms.gle/efHzt5wkZkwQbBdU8>

Response to complaints

A summary of each complaint will be logged into the Company's complaint log. The administrative team will attempt to resolve the complaint within the first contact, when possible, and will respond to the customer's concerns within 3 business days of the initial complaint. At the time of the first contact, the Administrative Assistant will inform the customer if more time will be needed to research the complaint.

Unresolved Complaints

If the complaint is still unresolved after communication with the Administrative Assistant, or if the initial complaint is not addressed in a timely manner, the complainant may contact the Company's Owners, Dairian Roberts and Marissa Yahil. The Owners will then contact the customer and endeavor to resolve the complaint within 3 business days after being contacted.

Complaint Log Review

The Company's complaint log will be regularly reviewed to identify areas of the Company's operations and service that may require improvement. The Administrative Assistant will research reoccurring complaint matters and recommend process and procedure changes, when appropriate. These changes will be noted on the Complaint Resolution Log, and any necessary Company Policy and Procedure updates will be made within 15 business days thereafter.