

Complaints procedure

Pocket Nutrition aims to provide high quality services which meet your needs. We believe our service is excellent however if we do not get it right please let us know.

In order to ensure our service remain high, and in order to continually improve the student experience, we have a straightforward procedure through which you can let us know if for any reason you are not satisfied with your experience.

If you are unhappy with the course experience simply email us at:

info@pocket-nutrition.com

Please state clearly the nature of the complaint and your contact details.

We will respond to you via email within five working with an initial response and we aim to resolve the complaint within ten working ten working days. Wherever appropriate we may contact you via telephone to resolve the query.

We value your input greatly and rely upon feedback, positive or negative, to ensure that we continue to provide an unrivalled service.