

Complaints Policy — TeamYOU Coaching

At TeamYOU Coaching, I am committed to delivering high quality programmes that genuinely support you through one of the most challenging times of your life. I take all feedback seriously and want every client to feel heard, respected, and supported.

If something hasn't met your expectations, here's how to raise it.

How to Submit a Complaint

All complaints should be submitted by email to gemma@teamyoucoaching.com. Please include your full name, the programme you are enrolled in, a clear description of your complaint, and any relevant dates or supporting information.

I aim to acknowledge all complaints within **2 business days** and provide a full response within **7 business days**.

What This Policy Covers

Programme Content Disputes If you feel that the content delivered does not reflect what was described at the point of purchase, please get in touch. I will review your concerns carefully and, where appropriate, provide additional clarity, resources, or support to ensure you get the most out of the programme.

Delivery Issues If you are experiencing technical difficulties accessing your programme, such as issues with the platform, broken links, or missing content, please email me as soon as possible so I can resolve this quickly. Technical issues are not a reflection of the programme and I will do everything I can to ensure you have full access without delay.

Refund Policy

All programme sales are final. Due to the nature of digital content and the immediate access provided upon purchase, refunds are not offered once a programme has been purchased. I encourage you to read all programme information carefully before purchasing, and if you have any questions ahead of buying, please reach out before completing your purchase, I am always happy to help you decide whether a programme is the right fit for you.

What Happens After You Complain

Every complaint is taken seriously and handled with care and confidentiality. I will investigate your concern fairly and respond with honesty. My goal is always to find a resolution that feels right, and whilst I am unable to offer refunds, I will always do my best to ensure you feel supported and that your concerns have been genuinely heard.

If you are unhappy with the outcome of your complaint, you are welcome to request a further review by emailing again and marking your email **FAO: Complaints Review**.

A Final Note

I put my heart into everything I create, and your experience matters to me. If something isn't working for you, please tell me, I would far rather know and have the opportunity to put it right than have you struggle in silence.
