



## For Healthy Hearts & Happy Minds

### **Jumping Beans Complaints Policy**

#### **Background**

Jumping Beans (JB) is committed to providing a high-quality experience for all our customers and continually strives to improve and surpass our customers' expectations. There may be times when we do not meet our expected standards, and if this is the case, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

#### **Policy Statements**

Jumping Beans takes all complaints seriously and treats all complainants and their concerns with respect and, where necessary, confidentiality.