

JANUARY 2015 CLIENT REVIEWS

(84) Client Review (*Quoted in full*)

“As a naturally skeptical person I was pleasantly surprised by a wonderful experience 6 months ago. I waited this long to review to ensure that the treatment I received lived up to longer term expectations *and it did*. I had been suffering from gastrointestinal/stomach/bacterial imbalance for months and after a session and some probiotics it fixed the problem. I returned to Julia again because she put me at ease over location, payment, and during the procedure all for a reasonable price. I had my second visit last weekend for a fresh start following an overindulgent Christmas period and I'm looking forward to healthy living this year” **Kimmybean; visited July 2014 & January 2015;**
Reviewed Jan 2015

(83) Client Review (*Quoted in full*)

“I had a treatment and have awarded it two stars. I had a treatment and have awarded it two stars.” **Anonymous; Visited January 2015**

Comments by WestLondonColonic

Every client review and rating has a story associated with it, and is wholly understandable in context. This client review is short on detail, so I have checked out the context, primarily to establish what if anything I could learn from it. The client arrived late for the appointment (her first colonic too) and whilst she had a quite reasonable result from the treatment, obviously it impacted on her subjective experience. She did not however express any dissatisfaction at the time. I do try and reduce pre-session stress factors by giving clear travel instructions, pre session preparation, mobile phone contact details, journey planner instructions on the web site (which is also mobile phone enabled).
Julia