

**April 2013**

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**WLC's only one star review**

(17) I arrived for my treatment half hour too early. This was because I was driving from SW London on a Saturday. Knowing what it is like to live near a football stadium I was mindful of being late and this was near Wembley Stadium. It is discourteous to be late and so gave myself time for eventualities as the venue was quite difficult to find. I rang the doorbell not to be greeted but "told off" for being early. It appears there is no place at the venue to wait. Not even a kitchen?? It was suggested to wait in the car and the temperature was 2 degrees. I was also told that because I was early I was hassling her. My health conditions did not allow me to wait in a car and so I cancelled my appointment with Wahanda. They were very understanding and gave me excellent customer service

**-Melea, Apr 2013**

**WestLondonColonic's response to Melea review**

Text of e-mail sent to "Melea" on 14th Jan 2014

*An offer to try and make things right for you*

Dear M...

I am Dena, the new clinic manager at WLC. Julia and I have taken the decision to acknowledge those who have been kind enough to give their feedback on our service on our Wahanda web page through out 2013. That is so whether the feedback has been positive or negative.

Your comments reflect an unhappy experience with WLC, which thankfully is a rare experience. It dates back to April of the year. Please accept a retrospective sincere apology for your inconvenience. We are glad that Wahanda's customer service and understanding went some way to putting things right for you

WLC are now housed in a new purpose- built facility in Northolt, and there would be no call for a repetition of the kind of situation that you encountered.

I noticed from your Wahanda profile that whilst you have reviewed a number of other businesses featured on the Wahanda hub, it would appear you have not tried out any other colonics clinic, at least not any listed on Wahanda.

We can also see from your Wahanda profile that you have generally been an upbeat reviewer of the services you have sampled through Wahanda; your one star rating of WLC being an exception! Equally WLC usually gets high ratings for its services, as you will see if you look at client reviews on Wahanda.

Putting these two factors together, we wondered if you would be prepared to make a fresh start with us, and put the March incident behind us.

I am therefore writing to you to see if you would like to have an introductory colonic with us at a very preferential price, for the same offer that we are currently featuring on our Wahanda page for £

This is our attempt to reach out and see if we can make things up to you.

Look forward to hearing from you.

Best wishes

-Dena, Jan 2014