



## **Turn'd Up Fitness Complaints Policy**

### **Our aim:**

Turn'd Up Fitness Ltd. is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our members and instructors. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and followers, and in particular by responding positively to complaints, and by putting mistakes right.

Please note that our complaints policy does not cover internal personal instructor matters, unless we are directly concerned about the welfare and safety of an instructor. Instructors are self employed, and must resolve internal class/other instructor matters amongst themselves or with third party authorities if necessary.

### **Therefore we aim to ensure that:**

Making a complaint is as easy as possible;

We treat a complaint as a clear expression of dissatisfaction with our service/product, which calls for an immediate response;

We respond in the right way;

We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

### **Turn'd Up Fitness' responsibility will be to:**

Acknowledge the formal complaint via email to [info@turndupfitness.com](mailto:info@turndupfitness.com);

Respond within a stated period of time;

Deal reasonably and sensitively with the complaint;

Take further action where appropriate.

### **A complainant's responsibility is to:**

Bring their complaint, via email to [info@turndupfitness.com](mailto:info@turndupfitness.com);

Raise concerns promptly and directly with a member of the Turn'd Up Fitness team;

Explain the problem as clearly and as fully as possible;

Ensure that the complaint is not personal, or involving another instructor;

Recognise that some circumstances may be beyond Turn'd Up Fitness' control.



**Responsibility for Action:** All members of staff at Turn'd Up Fitness.

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Turn'd Up Fitness maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** Turn'd UP Fitness will receive annually an anonymized report of complaints made and their resolution and complaints will be dealt with in accordance with Turn'd Up Fitness' Privacy Policy.

### **Formal Complaints Procedure**

#### **Initial Stage**

An email with full and clear detail must be sent to [info@turndupfitness.com](mailto:info@turndupfitness.com), with an reference numbers/order numbers, should this be required.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 10 working days.

Our contact details can be found on the Contact Us part of the Turn'd Up Fitness Website.

#### **Final Stage**

If you are not satisfied with the initial response to the complaint then you will be asked for an outcome, and how you would like this resolved. Turn'd Up Fitness will address this and respond accordingly.

Turn'd Up Fitness' aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

#### **Personal Matters and Concerns**

Whilst we maintain our efforts of ensuring all Turn'd Up Fitness instructors are cared for, Turn'd Up Fitness can not be involved in personal matters (i.e- matter that do not directly concern Turn'd Up Fitness, issues with class members or other instructors must be dealt with by the instructor, or with the necessary authority if required).

**Turn'd Up Fitness Ltd.**

**Last updated: November 2019.**