

United Fitness Academy Complaints Policy

Introduction

This document sets out United Fitness Academy complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from us. United Fitness Academy values our learners who undertake our courses and we aim for all our customers to encounter the highest levels of service at all touch points within our provision.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by United Fitness Academy.

It is not to be used to cover enquiries about services offered by United Fitness Academy or appeals in relation to decisions made by United Fitness Academy. These areas are covered by our Appeals Policy. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice and/or maladministration may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice & Maladministration Policy.

United Fitness Academy responsibility

We advise that our staff and learners involved in the management, assessment, and quality assurance of our qualifications, are aware of the contents of this policy and that United Fitness Academy has a complaint handling procedure in place to deal with complaints from learners about the services they receive from us.

How should I complain?

Stage 1

All United Fitness Academy staff are trained to support our customers and they all like to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with your problem initially.

Stage 2

If they cannot help or you wish to speak to someone else please complete our complaints form and pass it onto the Company Director, who will email you a receipt for your complaint within 7 working days and will respond within a solution for your complaint within 30 working days. Where it is not possible to offer a solution within 30 working days you will be notified of the time scaled action plan.

Stage 3

If stage 2 is not possible, or if you are not satisfied with the help provided by this

member of staff, please send a written complaint, normally within one month of the event you are complaining about, and address it to us using the contact details outlined at the end of policy.

If you have fully exhausted the process and are still unhappy with the outcome then you can contact the Awarding Organisation directly if you feel there was a significant breach by the centre of the Awarding Organisations various procedures.

Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from the Awarding Organisation indicates a failure in our processes, United Fitness Academy will give consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that the failure does not recur in the future
- compensate the learner

Thank you for your contribution and commitment to making our policy work.

Complaints Form

Learner Forename:

Learner Surname:

Date of Birth:

1st Line Address:

Town/City:

County:

Postcode:

Contact Number:

Details of the complaint:

Any action taken by the training provider to resolve your complaint:

Please attach any additional evidence you that should support your complaint.

Print name:

Signature:

Date: