



Complaints Procedure

Introduction

This document sets out our complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from T2 Fitness.

We value all the learners we deliver our qualifications to and our aim every day is to exceed the expectations of our customers.

We are confident of providing a high quality service and would be extremely disappointed if this is not the case.

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.

We believe we take all responsible steps to ensure that the management, assessment team and quality assurers of our qualifications are aware of the contents of this policy and that we have a complaints' handling procedure and appeals process in place to deal with complaints from learners about the services they receive. If an individual is unhappy about a service or activity being delivered by T2 Fitness they must first of all go through the complaints process before bringing the matter to T2 Fitness.

If you feel as a customer that we have not been able to deal with your complaint satisfactorily and you wish to speak to someone else, you can ask to speak to the relevant Head of department.

If this is not possible, or if you are not satisfied with the help provided by the Head of department, please send a written complaint, normally within two weeks of the event you are complaining about, and address it to us at the contact details outlined at the end of policy.



If I complain what details do I have to give?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known);
- any names of the people you have dealt with so far;
- copies of any papers or letters to do with the complaint

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

What will happen to my complaint

We will acknowledge receipt of your complaint within 48 hours and we will advise you which member of the T2 Fitness team will be investigating your complaint.

Our Head of Customer Support will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff to lead the investigation and establish whether or not the issue relating to the complaint has occurred.

At all times we will ensure that T2 Fitness personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter. If the Head of Customer Support has an involvement in the complaint matter they will not be responsible for allocating

a member of staff to carry out the investigation or for overseeing and managing the investigation.