

Community Wellness Services Group Customer Complaints Policy Summary

Introduction:

The company is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from Directors down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible. As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary: We want to resolve your complaints as soon as possible. Please call our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service.

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- If your complaint is urgent, such as you are receiving Priority Assistance (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- Making a complaint should normally be free.

Step One: If you have a complaint regarding any aspect or dealings with the company, we urge you to telephone our Customer Service in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us. If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so. If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint. You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

Step Two: Complaints made to the company are overseen by our customer service management. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe). If you are not satisfied with the response tendered to you, you may ask Customer Service Management to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step Three: When your complaint is resolved, we will confirm this with you within 10 business days. If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies:

The FIA

Established back in 1991, The Fitness Industry Association, or FIA, is a representative for both private and public organisations that are involved in the fitness industry.

The mission of the Fitness Industry Association is to promote a healthier and more physically active nation through raising standards within the health and fitness industry. The FIA also works closely with the Government to pursue their aim for a healthier nation.

Contact the Fitness Industry Association

Fourth Floor
61 Southwark Street
London
SE1 0HL

Tel : FIA Members: 020 7202 4702

Tel : FIA Non Members: 020 7202 4719

Email : [info @ fia. org. uk](mailto:info@fia.org.uk) (remove spaces)

Web : www.fia.org.uk

CIMSPA

As the sector's chartered professional body, CIMSPA works on behalf of the whole sport and physical activity sector – supporting, developing and enabling professionals to succeed and, as a result, inspire our nation to be more active.

Enquiries please email info@cimspa.co.uk

You can also call 03438 360200 to reach our Switchboard.

Consumer Arbitration

This is independent alternative dispute resolution scheme that deals with disputes with consumers and traders, approved by the chartered trading standards Institute.

www.consumerarbitration.co.uk

Stratford Office Village, Unit 12m Walker Avenue, Wolverton, Milton Keynes, MK12 5TW