



The Chapel Gym –

Complaints Procedure

1. Introduction

This document outlines the procedure for lodging and handling complaints within The Chapel Gym (the 'Gym'). The Gym is committed to providing a fair and transparent process for addressing any concerns or grievances raised by members of the Gym.

2. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether justified or not, that requires a response and relates to the Gym's products or services or to actions or lack of action by the Gym or its representatives.

3. Lodging a Complaint

Complaints can be lodged by any individual or entity affected by the actions of the Gym or its representatives. Complaints can be submitted in writing via email at manager@chapelgym.co.uk, or a letter addressed to the manager of The Chapel Gym. Verbal complaints may also be accepted but will need to be documented. All complaints should be sent to the manager of the Gym unless the complaint is regarding the manager, in which case they should be emailed to operations@chapelgym.co.uk.

4. Handling of Complaints

If the complaint is minor, it may be handled by the manager alone. If the complaint is more serious the manager will assign an appropriate member of the operations team and they both will then be responsible for addressing the issue together. If the complaint relates to the Gym manager, the matter will be handled in a similar way but with the Gym manager's line manager in place of the manager. This person or these people are referred to in this Procedure as the 'complaint handler(s)'.

Upon receipt of a complaint, the Complaint Handler(s) will follow this Complaints Procedure.

The complaint will be acknowledged within three days, confirming receipt and outlining the expected timeframe for resolution.

5. Investigation

The Complaint Handler(s) will conduct a thorough investigation into the complaint, gathering relevant information and evidence to assess the validity of the complaint and determine the appropriate course of action.

This can include obtaining statements from all parties involved as well as statements from witnesses. All relevant persons involved may be asked to take part in separate interviews in order to ascertain in more detail what happened.

6. Resolution

Once the investigation is complete, the Complaint Handler(s) will communicate the findings to the operations team giving only relevant information needed and the proposed resolution. If the operations team deems the complaint to be valid and is satisfied with the proposal, the Gym manager will communicate the findings to the complainant and propose a resolution that is designed to prevent a recurrence. If the complaint relates to the Gym manager, the Gym manager's line manager will communicate with the complainant.

7. Escalation

If the complainant is not satisfied with the proposed resolution, they may request escalation to a higher authority within the Gym.

All members of the operations team would then be given ALL documentation, statements, and or minutes from any interviews. They may also ask any of the relevant persons involved for new interviews.

Once the operations team have considered the relevant documentation and have completed any additional investigation they wish to conduct, they will give either support the decision of the original investigation or will amend it.

8. Documentation

All complaints and their resolutions will be documented and retained for a minimum period of one year from the date of the communication of the final decision to the complainant.

9. Confidentiality

The Gym will handle all complaints with the utmost confidentiality sharing information sparingly and only when needed and only with the relevant people within the Gym, respecting the privacy of the complainant and any individuals involved in the complaint resolution process.

10. Review and Improvement

Periodically, the Gym will review its complaints procedure to identify areas for improvement and ensure continued effectiveness in addressing complaints and enhancing customer satisfaction.

11. Conclusion

The Gym is committed to resolving complaints in a fair, transparent and timely manner, in line with its commitment to customer and staff satisfaction.