



Total Fitness Mix's Complaint Handling Policy

We appreciate and welcome complaints (we prefer to call it feedback!). We'll try our very best to resolve a complaint quickly and easily and use it to help to improve our service.

This policy tells you...

- How you can make a complaint.
 - How we process, record and track a complaint.
 - What to do if you're still not happy.
1. Thanks for taking the time to read through our policy. Your feedback might help us improve what we do for all our members!
 2. Maybe we can resolve the issue straight away? Why not pop into the gym and chat with your gym Manager. After all, they're here to help you!
 3. Confidentially speaking.
 - 3.1. Whenever possible, your details will only be known by those directly concerned with your issue. We want to make you feel as comfortable as possible in giving us feedback.
 4. How can you make a complaint?
 - 4.1. It's easy! Just send an email to the gym (have a look on our website, and go to our 'contact us' page).
 - 4.2. In the email, remember to confirm the following points, so we can make things right;
 - 4.2.1. Your name, your email address and best contact number.
 - 4.2.2. What happened - the date, was anyone involved and a detailed description.
 - 4.2.3. Do you want/need this fixed? If yes, what would you suggest?
 - 4.2.4. Do you want a reply? If yes, how (email, phone call, meeting)
 5. Here's how we'll look after your feedback.
 - 5.1. Once it's received, we'll record it on our form (Gym Complaint Handling Form) and send you a confirmation email (unless requested otherwise) within 5 working days.
 - 5.2. Then we'll access your situation and email you a response, hopefully containing details of how we can fix things, within 5 working days (if more time is needed to look into the matter, we'll let you know!)
 - 5.3. Hopefully that all works out fine... but if not, we will move up the chain of command and find someone else who can help you. We will do all we can to resolve your complaint and record all we've done to do so.
 - 5.4. Our gym records will be closed once the issue has been resolved.
 6. If you're still not satisfied!
 - 6.1. If you feel your issue has not been resolved completely; you can also contact the site Manager, Samantha Reid via sam@totalfitnessmix.co.uk. Please provide the complaint details mentioned above in point 3.2.
 - 6.2. The 'Manager' will then have a look at the situation and email you a response, within 5 working days (if more time is needed to look into the matter, we'll let you know again!)
 - 6.3. Our head office records will be closed once the issue has been resolved.