

# WELLBEING FITNESS EDUCATION CENTRE

# COMPLAINTS POLICY AND PROCEDURE

## Introduction

Wellbeing Fitness Education Centre is committed to high levels of quality assurance and policies that are open, transparent and free from bias. Wellbeing Fitness Education Centre seeks to support learners and study centres to comply with its policies and procedures.

## Overview

Wellbeing Fitness Education Centre is committed to offering a high standard of service to all customers, including learners across all locations. We aim to provide a service that is:

- consultative and responsive;
- open and informative;
- prompt and efficient;
- streamlined and manageable;
- cost-effective.

Wellbeing Fitness Education Centre ensures complaints are dealt with quickly and efficiently avoiding the need for a formal written complaint wherever possible. However, should the matter necessitate a formal complaint, the procedures detailed in this document will be followed.

Individuals should not be discouraged from making a complaint, on financial or any other grounds, unless it is vexatious, malicious or frivolous. All complaints will be dealt with fairly and in a timely manner, and will be recorded so that analysis is facilitated.

Formal complaints should be sent in writing (by letter or email) and should state clearly the form of redress or recompense (if any) or change in operations (if any) that are sought. All complaints will be acknowledged speedily, recorded clearly, and resolved as quickly as possible and as practicable.

No-one who was involved in the actions or behaviours complained against will be involved in determining the outcome of the complaint.

NOTE: if you are dissatisfied with a decision made by Wellbeing Fitness Education Centre and its associates, including decisions made about reasonable adjustments, special consideration, malpractice or assessment results, this cannot be dealt with as a complaint, and you must follow the relevant review and appeals procedure, available on request from the Wellbeing Fitness Education Centre (ianryves@wellbeingfitness.co.uk). If you have a comment about the quality of service you have received from us we welcome your feedback and see this as an opportunity to improve our service.

## How to complain

If you have a complaint about our service, please contact us in order that we can investigate this using our complaints procedure. When making a complaint, please give us the following information if you have it:

- what the complaint is about;
- your full name;
- your study location and/or your tutor's name;
- the qualification;
- copies of any relevant supporting documents.  
We promise to:
- acknowledge receipt of your complaint within two working days of receiving it;
- give you a full response within **30 working days**.  
If this is not possible, we will let you know after **15 working days**.

## Procedure

### 1. Complaint relating to Wellbeing Fitness Education Centre.

If you have a complaint that concerns an issue within the control of a study centre, you should complain to that study centre in the first instance, and copy any correspondence relating to the matter to Ian Ryves at the Wellbeing Fitness Education Centre.

Having been through the study centre's complaints or grievance procedure, the matter may remain unresolved. In these circumstances we may consider, if it is appropriate, intervening on your behalf. You should write to us with full details of the steps taken to date to try to resolve your complaint with the study centre, and their responses.

## 2. Complaint relating to customer service

If you wish to complain about any aspect of Wellbeing Fitness Education Centre's service, Ian Ryves should be contacted (see contact details in Section 4).

All complaints will be acknowledged within **three working days** and the complaint will be investigated by Wellbeing Fitness Education Centre.

The outcome will be communicated in writing within ten working days of the acknowledgement where reasonably practicable.

## 3. Complaint relating to Wellbeing Fitness Education Centre.

If you wish to raise a complaint relating to Wellbeing Fitness Education Centre that is not included in the appeals policy, you should notify Wellbeing Fitness Education Centre, in writing within two weeks of the alleged incident. Correspondence should be sent to the address below.

You will be sent an acknowledgement letter within ten working days and we will investigate the complaint, and communicate findings to you in writing. Wherever possible, this will be completed within **one month** of the date the complaint was received.

If the matter is not resolved we may undertake further investigations, including where necessary arranging for an independent review of the case.

## 4. Contact details

Ian Ryves  
Wellbeing Fitness Education Centre  
Unit 4  
Lucas Bridge Business Park  
Old Greens Norton Road  
Towcester NN12 8AX  
**Email:** [ianryves@wellbeingfitness.co.uk](mailto:ianryves@wellbeingfitness.co.uk)

## 5. Complaints about us, as a UK recognised awarding organisation.

If you have complained to us and are still unhappy with the outcome, you can take your complaint to our qualification regulators, who will look into it.



Email: [ianryves@wellbeingfitness.co.uk](mailto:ianryves@wellbeingfitness.co.uk)

Wellbeing Fitness Education Centre, Unit 4 Lucas Bridge Business Park,  
Old Greens Norton Road, Towcester, NN12 8AX