# Complaints Policy

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## Introduction

1. Strength and Conditioning Academy Ltd is committed to continuous improvement and providing high quality experiences for all its learners. We especially want to learn from your experiences of working with us and we welcome all feedback that helps us maintain a high level of service. If we don't meet your expectations this policy sets out how you can raise this with us and the procedures, we will follow to investigate your complaint and bring it to a satisfactory resolution.

## Making a complaint

2. We will endeavour to resolve any complaint quickly and fairly and encourage you to follow these stages when making a complaint.

Stage 1

3. Please begin by raising your complaint with the person who is most likely to be able to help you. This may be a tutor, assessor, administrator, or any other member of staff. If you feel that you cannot do this, please go directly to stage 2. At this stage, if at all possible, your complaint will be dealt with directly, immediately and informally. However, if the staff member directly involved feels unable to deal with the complaint you may be referred to another member of staff or directed towards the second stage of this process. It's hoped that with consideration and understanding the majority of complaints can be resolved to all parties' satisfaction at this informal stage.

Stage 2

4. If the outcome of stage 1 is unsatisfactory, please make your complaint in writing to admin@strengthconditioning.academy and your complaint will be reviewed by one of the management team at Strength and Conditioning Academy Ltd. At this point further details that can inform the investigation into your complaint will be requested including the following information:
    - Your full name.
    - A description of your complaint including:
        - Date(s).
        - Time(s).
        - Location.
        - Complaint details including where possible, the associated breach in code of conduct, malpractice, maladministration or any other standards, policies, procedures, or agreements.
        - Copies of related evidence which may aid in the understanding of the complaint.

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- Any other information which you feel is relevant and pertinent to a full understanding of the case.
- Your contact details so that we can keep you updated with the investigation or seek any clarification where necessary.

5. Strength and Conditioning Academy Ltd will aim to action and resolve the investigation within 25 working days of receipt of an allegation.

## Further information

6. Strength and Conditioning Academy Ltd recognises that sometimes a complainant may wish to remain anonymous. If you wish for your complaint to remain anonymous, please contact anon@strengthconditioning.academy which is only accessible by the managing director. We will accommodate all reasonable requests of anonymity, however due to the specific details, content and evidence provided, which the subject of a complaint has a right to be made aware of – with the further right of response to any allegations – the complainant's identity may become obvious Therefore, whilst we will respect requests for anonymity as far as possible, we cannot guarantee this.

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