

Challenge Training Studios Complaints Policy

Introduction

This document sets out Challenge Training Studios complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Challenge Training Studios.

Challenge Training Studios values our learners who undertake one of our programmes of study, classes or other on-site and on-line activities.

Challenge Training Studios is a family gym with family values. Challenge Training Studios, its trainers and staff should always show a high level of respect to all customers and clients. Providing an excellent and professional service at all times.

Therefore, it is important should you feel that you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by Challenge Training Studios.

It is not to be used to cover enquiries about services offered by Challenge Training Studios or appeals in relation to assessment decisions made by Challenge Training Studios. These areas are covered by separate policies. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our published Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered or conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements as stated in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

Challenge Training Studios responsibility

We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and their individual responsibilities in relation to this.

How should I complain?

Stage 1

All Challenge Training Studios staff and trainers are trained to support our customers and are all keen to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with, or is the cause of your issue/complaint.

Stage 2

If the Challenge Training Studios staff member or trainer cannot help, or if you wish to speak to someone else regarding the problem, please either complete our complaints form and pass it on to Natalie Sloan or John Sloan, owners of Challenge Training Studios who will work with you to satisfactorily resolve the issue as quickly as possible.

If the complaint is in relation to your Active IQ training or assessment, please complete the complaints form and forward it to the Internal Verifier (name will be supplied) who will email you to acknowledge receipt of your complaint within 5 working days and will respond to you with a solution/outcome within 20 working days.

Stage 3

If at the outcome of Stage 2 and only where you have fully exhausted the process and you are unhappy with the outcome, you can contact Active IQ directly if you feel there was a significant breach by Challenge Training Studios of Active IQ's various procedures (available here: <https://www.activeiq.co.uk/for-centres/policies-and-procedures>). Contact details can be found on Active IQ's website (available here: <https://www.activeiq.co.uk/contact-us/>).

Confidentiality and whistle blowing

Sometimes a complainant may wish to remain anonymous, however, it is always preferable to reveal your identity and contact details to support a comprehensive review/investigation. If you are concerned about possible adverse consequences, please inform us that you do not wish to divulge your identity.

What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration as to how we can improve our service and arrangements. For example, reviewing our procedures and actions to evaluate the need/impact of any required changes to our existing arrangements and assessment processes (if relevant), or the need for additional staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, Challenge Training Studios will give due consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of

the failure

- ensure that the failure does not recur in the future
- compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question

Thank you for your contribution and commitment to making our policy work.