

Complaints and Appeals Procedure

Control & Move Fitness CIC

Purpose

The purpose of this Complaints and Appeals Procedure is to provide a clear and transparent process for participants, instructors, and stakeholders to raise concerns or grievances regarding any aspect of our services. We are committed to addressing complaints promptly and effectively to ensure a positive experience for all.

Scope

This procedure applies to all participants, instructors, staff, and stakeholders involved with Control & Move Fitness CIC. It covers complaints related to service delivery, safety, conduct, and any other issues arising within our programmes.

Policy Statement

Control & Move Fitness CIC values feedback and is committed to resolving complaints in a fair and timely manner. We encourage anyone with a grievance to follow this procedure to ensure their concerns are heard and addressed appropriately.

Complaints Procedure

1. Informal Resolution

- **Step 1**: Participants are encouraged to discuss any concerns directly with the instructor or staff member involved. Most issues can be resolved informally through open communication.
- **Step 2**: If the concern remains unresolved, participants can approach Catherine Muckle, the Management Representative, for further assistance.

2. Formal Complaint

- **Step 3**: If the issue is not resolved informally, a formal complaint can be submitted in writing to Catherine Muckle. This complaint should include:
 - The nature of the complaint
 - Details of the incident or issue
 - Any steps already taken to resolve the issue
 - Desired outcome or resolution
- **Step 4**: Catherine Muckle will acknowledge receipt of the complaint within 5 working days and will investigate the matter thoroughly. This may involve consultations with relevant staff or participants.

3. Complaint Resolution

- **Step 5**: A response will be provided to the complainant within 15 working days, outlining the findings of the investigation and any actions taken.

- **Step 6**: If the complainant is satisfied with the resolution, the matter will be considered closed.

In this event that the complaint is towards Catherine Muckle, the procedure will remain the same but will be sent directly to Emma McKenna, Board of director.

Appeals Procedure

1. Grounds for Appeal

- Participants may appeal the resolution of their complaint if they believe:
 - The investigation was not conducted fairly.
 - Relevant information was overlooked.
 - The outcome is unjust or inadequate.

2. Submitting an Appeal

- **Step 1**: To initiate an appeal, the participant must submit a written appeal to Catherine Muckle who will then forward all information to Emma McKenna, a member of the Board.

This appeal should include:

- A clear statement of the grounds for the appeal
- Any additional information or evidence that supports the appeal
- **Step 2**: The appeal should be submitted within 10 working days of receiving the complaint resolution response.

3. Appeal Review

- **Step 3**: Emma McKenna will acknowledge receipt of the appeal within 5 working days and will review the case.

- **Step 4**: The appeal may involve further investigation or consultation with relevant parties.

- **Step 5**: A decision regarding the appeal will be communicated to the complainant within 15 working days, outlining the reasoning behind the decision.

Confidentiality

All complaints and appeals will be handled with confidentiality. Information will only be shared with those directly involved in the investigation and resolution process.

Conclusion

Control & Move Fitness CIC is dedicated to providing a safe and positive environment for all participants. This Complaints and Appeals Procedure is designed to ensure that grievances are addressed fairly and promptly, promoting continuous improvement in our services.

If you have any questions about this procedure or need assistance, please do not hesitate to reach out to Catherine Muckle on hello@cmstudios.online