

## **Graspp Fitness Complaints Policy**

### **Introduction**

This document sets out Graspp Fitness complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Graspp Fitness. Graspp Fitness values our learners who undertake our course. Graspp Fitness strives for excellence and aims to continually improve its standards of provision. The Company is committed to providing a high quality learning experience for all learners and will treat each apprentice fairly and consistently.

Therefore, it is important should you feel 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 Graspp Fitness

It is not to be used to cover enquiries about services offered by Graspp Fitness or appeals in relation to assessment decisions made by Graspp Fitness. These areas are covered by our Appeals Policy. 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 Appeals Policy.

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

### **Graspp Fitness 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 that Graspp Fitness has a complaints handling procedure in place to deal with complaints from learners about the services they receive from us.

### **How should I complain?**

#### **Stage 1**

All Graspp Fitness staff are trained to support our customers 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 your problem initially.

#### **Stage 2**

If they cannot help or you wish to speak to someone else please complete our complaints form and pass it on to the company secretary; Martin Johnson on 07774 000093 who will email you a receipt for your complaint within 5 working days and will respond within a solution for your complaint within 20 working days. Where it is not possible to offer a

solution within 20 working days you will be notified of the time scaled action plan.

### **Stage 3**

If stage 2 is not possible, or if you are not satisfied with the help provided by this member of staff, please send a written complaint which must be received within 20 working days of exhausting stage 2 of the event you are complaining about, and address it to us using the contact details outlined at the end of policy.

If you have fully exhausted the process and are still unhappy with the outcome then you can contact Active IQ directly if you feel there was a significant breach by the centre of Active IQ's various procedures. Contact details can be found on Active IQ's website.

### **Confidentiality and whistle blowing**

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences please inform us that you do not wish for us 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 to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for 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, Graspp Fitness 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.

Complaints should be made to Martin Johnson, Company Secretary, email - [johnsm2002@icloud.com](mailto:johnsm2002@icloud.com); Tel 07774 000093

## **FORMAL COMPLAINTS FORM**

If you make a formal complaint (by completing this form) it will not affect your statutory rights. If you are unable to complete this form yourself, you are welcome to ask a member of staff within Graspp Fitness to help you with this.

**Please complete the form in black ink**

Name of the person making the complaint	Address:   Telephone / mobile number:  E mail address:	
<p><b>Nature of the complaint.</b> Please say what your complaint is in regard to. If you need to continue on a separate sheet please do so.</p>		
Date your complaint relates to:		
What action would you like us to take?		
Have you raised this issue informally?	Yes (Please circle)	No (Please circle)
If yes, which member of staff did you raise this with and what was their response?		
If no, can you state why you did not raise this informally?		
Signature	Date	