

# Complaints Policy

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## RGA Marlow/Genesis Gym Complaints Procedure

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# 1. Statement of Intent

## **If something goes wrong - we need you to tell us about it.**

Whether you feel that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating, or you believe that someone has broken important rules or policies, we will always endeavour to investigate the problem thoroughly and transparently, and ensure that the best possible outcome is achieved for all parties concerned.

**Values and principles:** You have the right to complain and we take complaints seriously. You should not be harassed, bullied or put at a disadvantage as a result of making a complaint.

**Equality:** You should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

**Fairness:** We believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

**Safety and welfare take priority:** We will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

**Confidentiality:** We treat complaints as confidentially as possible. Sometimes we may have to discuss complaints with other organisations and if we are worried about a risk to a person or to the public, we might need to pass on our concerns to the relevant authorities.

At RGA Marlow/Genesis Gym we strive to provide a positive and supportive environment for all students, staff, and visitors. If you have any concerns or complaints, we are committed to addressing them promptly and fairly.

The following procedure outlines the steps for handling both internal (staff related) and external (student/community-related) complaints.

We value feedback and aim to use complaints as an opportunity to improve our environment.

## 2. Internal Complaints (Staff Related)

### *Step 1: Report the Complaint to Management*

Please report the complaint to the Management Team. You can do this by:

- Speaking to the Head Coach or Department Manager.
- Submitting a written complaint (email or written form).

Whilst the aim will always be to deal with any problems as efficiently as possible, care should always be taken to avoid involving other staff members or clients in any dispute and discussions should be carried out away from the public facing areas of the Gym.

### *Step 2: Investigation*

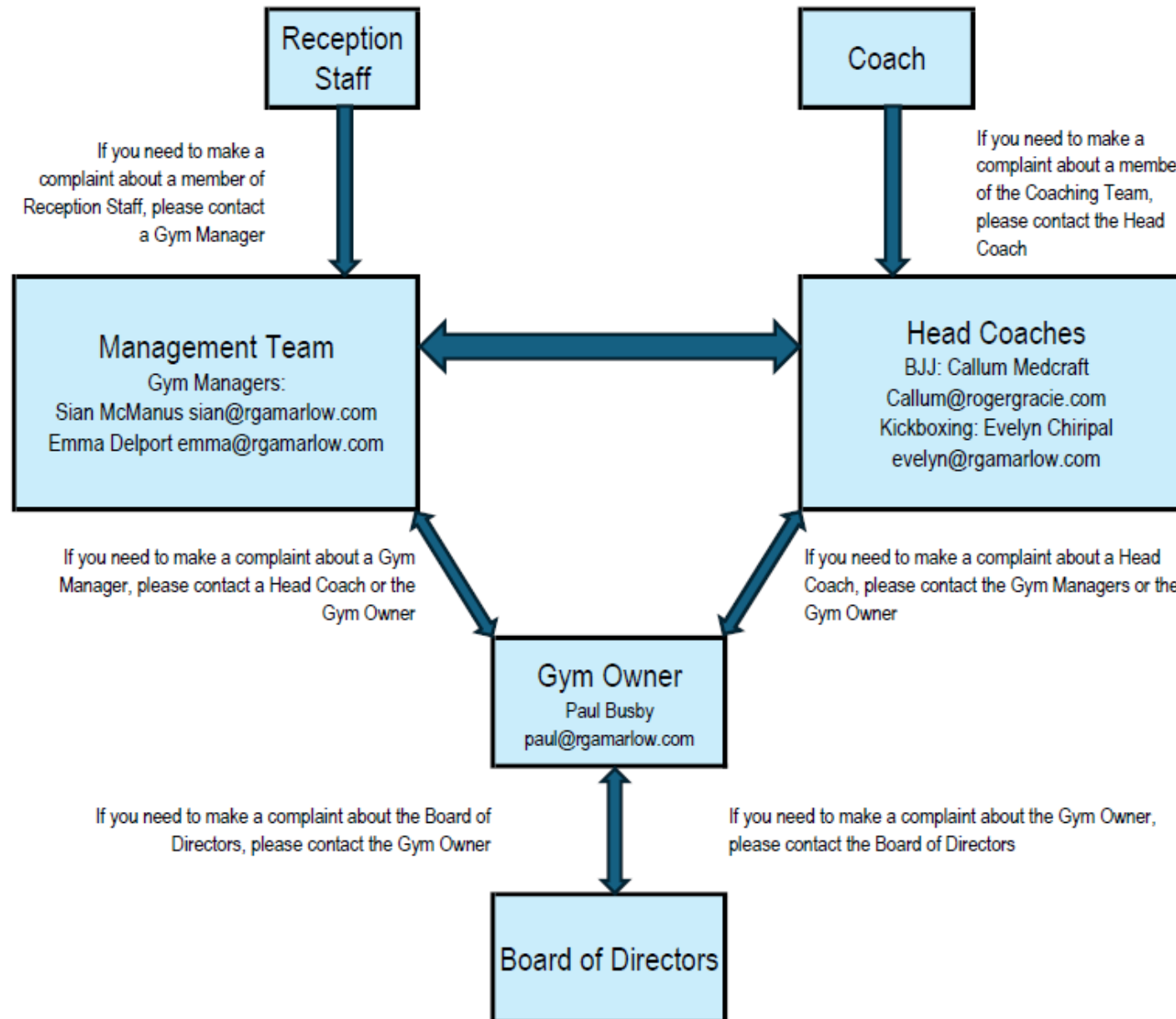
The Management Team will review the complaint, which may involve gathering statements from all parties involved and reviewing CCTV footage. This process is typically completed within 7-10 business days.

### *Step 3: Resolution & Follow-up*

Once the investigation is complete, the Management Team will provide a resolution and any steps for correction. If applicable, you will be informed about any changes to prevent future issues. A follow-up will be conducted to ensure the issue is resolved to everyone's satisfaction.

See following page for Staff Complaints Flow Chart:

## Who should I speak to if I have a complaint about a staff member?



### **3. External Complaints (Student/Community Related)**

#### *Step 1: Report the Issue*

Students or community members who have concerns regarding their experience at RGA Marlow/Genesis Gym should report the issue directly to management team by:

- Speaking to the Management Team or Head Coach.
- Submitting a written complaint (email or written form).

#### *Step 2: Acknowledgment*

The Management Team will acknowledge the complaint within two business days and provide an overview of the process for handling the complaint.

#### *Step 3: Investigation*

The Management Team will investigate the complaint and may contact the complainant for more details. This process will be handled professionally and discreetly. An update will be given to the complainant as needed.

#### *Step 4: Resolution*

After the investigation, should the complaint be upheld, the Management Team will offer a resolution to the complaint, including any necessary steps to address the issue. If the complaint is valid, corrective actions will be taken.

#### *Step 5: Follow-up*

RGA Marlow/Genesis Gym will follow up to ensure the situation has been satisfactorily resolved. If further actions are needed, they will be communicated promptly.

## **4. Confidentiality**

All complaints will be treated confidentially. Only individuals who need to be involved in the resolution process will have access to the details of the complaint.

## **5. Escalation**

If you are not satisfied with the resolution provided, you may request to have the matter escalated to a senior-level manager or external mediator for further review.

## 6. Complaints Procedure Flow Chart (in full)

