

YMCAfit Complaints Procedure

1. Purpose

This procedure applies to all students of YMCA[®] Fitness Industry Training (YMCAfit) who wish to complain about the service. Please note: If your complaint relates to a specific assessment, please refer to the specific **Appeals Procedure**.

YMCAfit strives to achieve the highest quality learning opportunities and services. However, we accept that sometimes our service to customers may fall short of these standards. The following Complaints Procedure outlines the action which may be taken in such circumstances. This reflects YMCAfit's commitment to provide a fully comprehensive and student centred service.

YMCAfit takes the view that complaints provide valuable feedback so that we can improve our service. In this sense, complaints are welcome and you should not feel concerned that there will be negative consequences.

At the same time if you are especially pleased with the service you have been provided with, we welcome these comments too.

2. Procedure

Stage 1 (immediately/ while on course)

You can contact your tutor, assessor or relevant department manager who is under instruction from YMCAfit to ensure that concerns or ideas are dealt with fairly and quickly. They will take into account all relevant facts and use their discretion to resolve matters with due sensitivity.

Notes will be taken in relation to this informal discussion and kept at the office in case of further investigation.

If you do not feel comfortable discussing your complaint with your tutor/assessor OR you are dissatisfied with the outcome of this informal stage, you should proceed to stage 2.

Stage 2 (within 30 days of the end of the course)

You can write to the Quality Manager at YMCA Fitness Industry Training, 111 Great Russell Street, London, WC1B 3NP or you can talk to the Quality Manager by telephone on 0207 343 1849.

The information needs to include

- a) your name, address and course type
- b) a description of your concern or complaint
- c) ideas about what YMCAfit should do to put things right

After you have made your complaint you will receive written acknowledgement within five working days. Your complaint will be fully investigated. You will receive a written response within a month of how the complaint has or will be resolved.

Each complaint is handled individually based on the information received in the letter and will be resolved using this criteria too.

You may make an anonymous complaint, however, it may not be possible to investigate fully and we would be unable to respond personally.

If you are dissatisfied with the outcome you should proceed to stage 3.

Stage 3 (within 30 days of response to Stage 2)

You can write to the Quality Director at YMCA Fitness Industry Training, 111 Great Russell Street, London, WC1B 3NP.

The information needs to include

- a) A copy of the correspondence thus far
- b) Your reasons for appealing

After you have made your complaint you will receive written acknowledgement within seven working days. Your complaint will be fully investigated. You will receive a written response within twenty-eight days.

If you are dissatisfied with the outcome you should proceed to stage 4.

Stage 4

If your complaint cannot be resolved by YMCAfit, it can be referred to a higher body of which you will be informed, dependent on the nature of the complaint.

Comments

YMCAfit would be very pleased to receive praise or suggestions for how things can be improved. These should be sent to the Quality Manager, whose details are set out in Stage 2 of this procedure.