

# FITNESS LEAGUE COMPLAINTS PROCEDURE

## The Objectives of the Complaints Procedure

To provide an effective means of allowing teachers, students, class members or any other service user, or their representatives, to complain about the quality or nature of services offered by FL.

- To ensure complaints are acted on swiftly and efficiently
- To provide an independent review of a complaint

## Making a Complaint

A complaint should be made in person, by telephone, by email, or in writing using the following route. Electronic communication (email) is accepted where the word “written” is used below

