

FITNESS COMPLAINTS POLICY



COMPLAINTS POLICY AND PROCEDURE

OBJECTIVE

- To ensure that all complaints are dealt with in an appropriate manner and quickly resolved with a positive outcome.
- All complaints are to be regarded as serious.
- A complaint could be seen as an opportunity for improvement.

It is essential to the continued development of the Fitness Centre and the safety of our members, clients, stake holders and the public, that a complaints policy and procedure is in place and is followed.

As a non profit community organisation, this policy is in the interest of keeping members, clients stake holders and the public informed as to the process required for making any complaint or disputes or grievances to the YMCA in regards to the services we provide.

If any members/clients/public have complaints/disputes and/or grievances about the YMCA Fitness Centre or staff members, they should first approach the Customer Services team or Fitness Manger who will then attempt to rectify the situation. If they have any further complaints/disputes and or grievances, they will be documented and responded to within 48 hours.

If a grievance and/or complaint relates to another staff member, please notify the Fitness Manager in the first instances and a meeting will be set up to discuss your concerns. If a resolution can not be met then the CEO will be notified with the view to resolving the issue and appropriate feedback in writing given to all parties involved.

Steps to take in the event of complaint/dispute and or grievance being where the situation has not been rectified satisfactorily.

1. The complaint will be initially directed to the Customer Services team or Fitness Staff
2. The person making the complaint is encouraged to complete a complaint form. If they wish not to, staff member must listen carefully to the complaint and document it in detail.
3. The Fitness Manager will keep the appropriate staff informed of all complaints and outcomes.
4. Where appropriate, the complainant will be provided with a time-frame of when the complaint will be investigated and subsequently resolved.
5. Any complaint will be dealt with by the Fitness Manager who will investigated and attempt to rectify the situation with 48 hours of receipt of complaint.
6. A response back to complainant will be given.
7. If still unsatisfied, complaint will go to the Chief Executive Officer.
8. If a meeting is required with Board of Directors, a Mediator will be appointed.
9. All correspondence will be documented by the Fitness Manager, and each party will receive a copy
10. If the complainant is not happy with the outcome provided by the YMCA the complainant has the opportunity to refer the complaint to the Chief Executive Office or Department of Labour, or other appropriate authorities.
11. All complaints will be kept on file and copies distributed to all parties.