



The Strength Shack: Complaints Procedure

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details and we will do our very best to resolve it for you.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at The Strength Shack knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

How can you make a complaint?

1. In the first instance please speak to us. We will attempt to resolve your complaint as quickly as possible.
2. Should you not feel satisfied with the resolution provided, we ask that you put your complaint in writing for us. You can send it to:

Matthew Parker

Email: strengthshack@gmail.com

3. We will acknowledge receipt of your complaint within 48 hours.
4. We will then investigate your complaint, reviewing with the relevant employees/volunteers to resolve this matter in the best way possible.



Strength Shack

5. We will come back to you with 7 days to propose a resolution.
6. If at this stage you are not fully satisfied with the resolution, we will continue to work with you to find an alternative.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with:

Matthew Parker, owner.

Policy last reviewed: 11/09/20

By: Matthew Parker