

Version	Date	Author	Change Description
1.0	July 2019	K. Kendall & S. Hunter	Policy Created

Policy Objective

This sets out the requirements for Service Management policies and practices in relation to dealing with feedback and complaints.

Rationale

Clients and Team Members need a formal, as well as an informal way of communicating the things that the facility and Team Members do well and the areas that need improvement. Both positive and negative feedback assists the facility to grow and enables continuing improvement.

Strategies and Practices

- Team Members and clients will be encouraged to speak to the Manager about any issues before they become a problem.
- Our facility will have a 'Feedback and Suggestions' box at reception so that clients and Team Members can communicate their thoughts (*anonymously, if preferred*).
- A standard form will be available for recording this feedback. (*Compliments, Suggestions and Complaints Form*)
- All issues will be logged on the Feedback & Complaints Register.
- If the issue raised needs investigation, this will be documented on the register also.
- All investigations are to be handled with consideration to privacy and confidentiality.
- Feedback will be given to the writer, if the name was supplied.
- Resolution of any issues will be actively sought.

Relevant Important Documents

- *Compliments Suggestions and Complaints Form*
- *Feedback and Complaints Register*

Resources & References

- ***Business Principles and Guidance for Fitness Business. Principle 5: Treat their customers fairly***
- ***Business Principles and Guidance for Fitness Business. Principle 6: Aim to resolve customer disputes quickly and fairly***

- ***Business Principles and Guidance for Fitness Business. Principle 7:*** Ensure that proper records are kept and respect the privacy of their customers
- ***Business Principles and Guidance for Fitness Business. Principle 10:*** Aim to establish a quality improvement culture
- ***Fitness Australia: Scope of Practice for Registered Exercise Professionals***

Notes

Information relating to this policy is communicated throughout the facility using a variety of the following:

Emails, Team meetings and memos, Notice boards and posters, pamphlets and information sheets, role modelling and signs displayed around the fitness facility.

Policy Written by: K. Kendall & S. Hunter		Date: July 2019
Final Approval by: Kylee Kendall	Approved Date: July 2019	Next review date: July 2020