



Complaints, Compliments & Feedback Policy

Effective Date: 20th March 2025

1. Introduction

Impact Fitness Academy CIC values and actively seeks feedback, including complaints and compliments, to improve our services, celebrate successes, and address concerns. This policy ensures that feedback is handled with respect, transparency, and promptness to maintain high standards of service and trust within our community.

2. Purpose

The purpose of this policy is to:

- Provide a clear process for participants, staff, volunteers, and stakeholders to share their feedback.
- Ensure complaints and concerns are addressed promptly, fairly, and confidentially.
- Celebrate and acknowledge compliments to recognise achievements and good practice.
- Use feedback to enhance the quality of our programs, services, and organisational processes.

3. Scope

This policy applies to all members of the Impact Fitness Academy CIC community, including participants, staff, volunteers, stakeholders, and the general public.

4. Principles of the Policy

- **Accessibility:** Feedback can be submitted verbally, in writing, or online via our website, Net Promoter System, or feedback forms.
- **Confidentiality:** All feedback will be handled with discretion, protecting the privacy of all parties involved.
- **Transparency:** Complainants will receive clear updates on the status and resolution of their concerns.
- **Responsiveness:** All feedback will be acknowledged and addressed in a timely manner.

- **Continuous Improvement:** Feedback will be analysed regularly to identify trends and improve programs and services.

Complaints, Compliments, and Feedback Process

5. Providing Feedback

- **Complaints:** Raise concerns about any aspect of Impact Fitness Academy's programs, events, or operations.
- **Compliments:** Share positive experiences, recognize the efforts of staff, volunteers, or programs.
- **General Feedback:** Offer suggestions or opinions to help us improve our services.
- **Net Promoter System:** Leave a review, score to help us learn from what works well

6. How to Submit Feedback

Feedback can be submitted using any of the following methods:

- In Person: Speak directly to a staff member or volunteer.
- By Email: Send feedback to: **info@impactfitnessacademy.com**.
- Online: Submit feedback via the feedback form on our website: **www.impactfitnessacademy.com**
- By Post: Address feedback to: **15 James Road, Tyseley, Birmingham, B11 2BA**
- Feedback Box: Use the anonymous suggestion box available on our premises, at the **Learning Hub/ Impact Café**
- Complete our online **Net Promoter system review**

7. Handling Complaints, our Process:

7.1 Acknowledgment:

- All complaints will be acknowledged within 3 working days of receipt.

7.2 Investigation:

- A designated Complaints Officer (Operations Director) will review the complaint.
- An investigation will be conducted within 10 working days, where possible, involving relevant staff or volunteers.

7.3 Resolution:

- A proposed resolution will be communicated to the complainant within 15 working days.
- If the complainant is dissatisfied with the outcome, they may escalate the complaint to the Chair of the Board.
- The Chair will review the complaint and provide a final decision within 10 working days of escalation.

7.4 Recording Complaints:

- All complaints will be logged in a Complaints Register, documenting the issue, actions taken, and outcome.

8. Responding to Compliments

- Compliments will be shared with the individuals or teams involved.
- Exceptional compliments may be shared publicly (with consent) through newsletters, reports, or social media.
- A log of compliments will be maintained for internal review and motivation.

9. Using Feedback for Improvement

- Quarterly reviews of feedback will be conducted to identify trends and areas for improvement.
- Feedback summaries will be included in board meetings and annual reports.
- Improvements based on feedback will be communicated to stakeholders where relevant.

10. Timeframes for Feedback Management

Feedback Type	Acknowledgment	Resolution/Action
Complaint	3 working days	15 working days (or updates provided)
Compliment	3 working days	Shared and logged within 7 working days
General Feedback	3 working days	Actioned where applicable, within 15 working days

11. Monitoring and Review

- The Complaints, Compliments, and Feedback Policy will be reviewed annually by the Board of Directors to ensure effectiveness and compliance with best practices.
- Feedback trends and the resolution of complaints will be analysed to inform organisational development.

12. Contact Information

For feedback or inquiries, please contact:

- **Complaints Officer:** Sahara Mohammed (Operation Director):
 - **Email:** Sahara@impactfitnessacademy.com
 - **Mobile:** 07718948378
- **Chair of the Board:** Naseem Moghul
 - **Email:** info@impactfitnessacademy.com
 - **Phone:** 07837390233

(Next review date: 20th March 2026)