

# Complaints Policy

## Purpose

At My Pilates House, we are committed to providing high-quality Reformer Pilates classes and excellent customer service to all members and clients. We value feedback and take any concerns or complaints seriously. This policy outlines how we manage, respond to, and learn from complaints in a fair and transparent way.

## Scope

This policy applies to all clients, including:

- Monthly members
- Pay-as-you-go clients
- Visitors and prospective customers

It covers all aspects of our services, including bookings, payments, class delivery, facilities, and staff conduct.

## Our Commitment

We aim to:

- Handle complaints promptly, fairly, and sensitively
- Resolve issues informally where possible
- Maintain confidentiality throughout the process
- Use feedback to improve our services and communication

## How to Make a Complaint

We encourage clients to raise any concerns as soon as possible so we can resolve them quickly.

### 1. Informal Resolution

In the first instance, and where applicable, please speak directly to your instructor if it is. Many issues can be resolved quickly and informally at this stage.

### 2. Formal Complaint

If you are not satisfied or prefer to make a formal complaint, please do so in writing by email or letter.

Contact Details: Corinne Hutchinson

Email: [hello@mypilateshouse.co.uk](mailto:hello@mypilateshouse.co.uk)

Please include:

- Your name and contact details
- Details of the complaint (including relevant dates, times, or people involved)
- Any steps you have already taken to resolve the issue

## **How We Handle Complaints**

### **1. Acknowledgement:**

We will acknowledge receipt of your complaint within 5 working days.

### **2. Investigation:**

The studio owner (or a designated senior staff member) will investigate the matter. This may include speaking to instructors, reviewing class records, and checking payment or booking systems.

### **3. Response:**

You will receive a written response within 15 working days of our acknowledgement. If the issue is complex and requires more time, we will keep you informed of progress and expected timeframes.

### **4. Outcome:**

We will explain our findings, any action taken, and the reasons for our decision. Where appropriate, we may offer an apology, corrective action, or goodwill gesture.

## **Appeals**

If you are not satisfied with the outcome, you may appeal within 10 working days of our response by writing to the business owner or director. Your appeal will be reviewed by someone not previously involved in the investigation, and you will receive a final written response within 15 working days.

## **Confidentiality and Data Protection**

All complaints will be handled in accordance with our privacy policy and the UK GDPR. Information will only be shared where necessary to investigate and resolve the complaint.

## **Learning and Improvement**

We regularly review complaints and feedback to identify patterns, improve our processes, and enhance client experience across both our membership and pay-as-you-go models.