



Terri Bryant, 20 The Smithy, Denmead, PO7 6YS

Tel: 023 9224 1764 Mob: 078 5484 8201

www.bodyfocus.org.uk

terribryant@btinternet.com

BodyFocus Complaints Procedure

BodyFocus endeavours to offer a professional, reliable and affordable service to it's clients. Complaints are extremely rare but if a client wishes to make a complaint about the services offered please follow the following

1. In the first instance the complainant should contact Terri Bryant in writing detailing the nature of the complaint and the action they wish to be taken. The name and address and the signature of the complainant must be included.
2. An acknowledgement of the complaint will be made in writing within 2 working days of receipt.
3. An investigation into the complaint will be made within 5 working days and this might include contacting the complainant as well as other individuals.
4. The complainant will be contacted within 10 working days with a proposed resolution to the problem.
5. If the proposed resolution is unsatisfactory to the complainant, some negotiation may take place to resolve the difficulty. A resolution should be found within a further 10 working days. At this point BodyFocus may need to seek advice from an appropriate professional body.
6. If a resolution cannot be found and the complainant is still aggrieved and has grounds to take the complaint further then the complainant should make an approach to REPs (www.exerciseregister.org phone: 020 8686 6464) in the case of an exercise complaint and CTC (www.ctc.org.uk phone: 084 4736 8450) in the case of a cycling instruction complaint.