



Comments & Complaints Policy

Our aim is to provide a high quality service which is committed to working together with clients to ensure that their fitness needs are identified and met in a personalised way.

We welcome comments from clients about our services and recognise that clients are the experts in their lives.

Positive comments are a good way for clients to let us know our work is valued and appreciated. It also gives everyone concerned the chance to build on good practice which enables Autumn Years Fitness to continue improving the quality of its work and work practices.

Complaints Procedures

We pride ourselves in providing a good quality service, however we recognise that, from time to time, we may not always get it right, so constructive feedback is always welcome.

When a complaint is received the full details will be recorded in the Complaint Log. Complaints can be received in person / by telephone / in writing

A response will be made to the customer within 5 working days.

Where the complaint is of a more complex nature and a response will not be possible within 5 days, the customer will be contacted within 5 working days and advised of this. The customer will be given an indication of how soon a full response will be made.

Where it is not possible for a complaint to be resolved within a month of receipt, the customer will be given a clear explanation in writing.

The customer will also be given a copy of the Support With Confidence customer feedback form and advised that they can contact East Sussex Trading Standards Service if they wish to do so. The Support with Confidence team can be contacted on 01323 463440.

If the complaint has any safeguarding aspects, the customer should contact Health and Social Care Connect on 0345 60 80 191.

All actions taken regarding a complaint, including letters, telephone calls and site visits, will be recorded in the Complaint Log.

We value our clients and our client's feedback and will consequently treat your complaint seriously and endeavour to reach a final outcome to your satisfaction.

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