The Hertfordshire School of Pilates Complaints Policy

Introduction

This document sets out The Hertfordshire School of Pilates complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from The Hertfordshire School of Pilates. .

The Hertfordshire School of Pilates is committed to delivering high-quality training, professional standards of teaching, and a supportive, inclusive learning environment. We aim to ensure that every learner feels respected, valued and fully supported throughout their qualification journey. We are dedicated to maintaining high standards of customer service, transparency, and continuous quality improvement in all aspects of our provision.

We value our learners and the trust they place in us when undertaking one of our programmes of study. Therefore, it is important should you feel that you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by The Hertfordshire School of Pilates.

It is not to be used to cover enquiries about services offered by The Hertfordshire School of Pilates or appeals in relation to assessment decisions made by The Hertfordshire School of Pilates. These areas are covered by separate policies. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our published Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered or conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements as stated in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

The Hertfordshire School of Pilates responsibility

We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and their individual responsibilities in relation to this.

How should I complain?

Stage 1 - Informal Resolution

All The Hertfordshire School of Pilates staff are trained to support our customers and are all keen to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with, or is the cause of your issue/complaint.

If the matter cannot be resolved informally, you may progress to Stage 2.

Stage 2 - Formal Complaint

If you are unable to resolve your concern informally, or if you prefer not to raise the issue with the staff member involved, you should complete the centre's Complaints Form and submit it to:

Emma Lovelock, Centre Director and Quality Nominee, The Hertfordshire School of Pilates
Email: info@thehertfordshireschoolofpilates.co.uk

The Centre Director will:

- Acknowledge receipt of your complaint within 2 working days.
- Conduct a documented investigation into the matter.
- Provide a written outcome within 10 working days.

Where it is not possible to provide a full response within 10 working days, you will be informed of the reason for the delay and provided with a revised timescale.

If you remain dissatisfied with the outcome, you may progress to Stage 3.

Stage 3 - Senior Review

If Stage 2 does not resolve the issue, or if you are dissatisfied with the outcome provided, you must submit a written request for further review with written confirmation of your complaint detailing all aspects (including any evidence and communications already received)within 20 working days of receiving the Stage 2 decision.

Your complaint will be reviewed by the Centre Director. Where appropriate, an independent and suitably qualified individual not previously involved in the matter will be appointed to conduct the review to ensure impartiality. which must be received within 20 working days of the outcome given at stage 2 of the complaints procedure.

This decision represents the final internal stage of the complaints procedure.

If at the outcome of Stage 3 and only where you have fully exhausted the process and you are unhappy with the outcome, you can contact Active IQ directly if you feel there was a significant breach by The Hertfordshire School of Pilates of Active IQ's various procedures (available here: https://www.activeiq.co.uk/for-centres/policies-and-procedures). Contact details can be found on Active IQ's website (available here: https://www.activeiq.co.uk/contact-us/).

Confidentiality and whistle blowing

Sometimes a complainant may wish to remain anonymous, however, it is always preferable to reveal your identity and contact details to support a comprehensive review/investigation. If you are concerned about possible adverse consequences, please inform us that you do not wish to divulge your identity.

What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration as to how we can improve our service and arrangements. For example, reviewing our procedures and actions to evaluate the need/impact of any required changes to our existing arrangements and assessment processes (if relevant), or the need for additional for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, The Hertfordshire School of Pilates will give due consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that the failure does not recur in the future
- compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question

Thank you for your contribution and commitment to making our policy work.

The Hertfordshire School of Pilates Complaints Form

Please complete this form in full to allow us to investigate your complaint promptly and fairly.

1. Complainant Details

Full Name: _____

Qualification / Course (if applicable): _____

Contact Email Address: _____

Contact Telephone Number: _____

2. Details of the Complaint

Please provide a clear description of your complaint, including dates, times, locations (if relevant), and the names of any individuals involved.

_____

_____

_____

_____

(Continue on a separate sheet if required)

3. Actions Taken So Far (if applicable)

Please outline any steps you have already taken to resolve this matter (for example, discussions with staff members and any responses received).

_____

_____

_____

_____

4. Outcome Sought

Please explain what outcome or resolution you are seeking.

_____

_____

_____

5. Supporting Evidence

Please list any documents or evidence attached to support your complaint (e.g. emails, assessment feedback, screenshots, witness statements).

_____

_____

_____

_____

Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge.

Signature: _____

Date: _____

Submission

Please submit this completed form to:

Emma Lovelock
Centre Director and Quality Nominee
The Hertfordshire School of Pilates
Email: info@thehertfordshireschoolofpilates.co.uk