

# Free Rein Pilates – Complaints Policy

We aim to provide a high standard of service at all times. If you're unhappy with any part of your experience, we want to hear from you so we can put things right.

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## How to Raise a Concern

If something isn't right, please let us know as soon as possible by speaking to the instructor or sending an email to [Insert contact email].

Please include:

- Your name and contact details
  - A clear description of the issue
  - Any relevant dates or details
  - What outcome you'd like, if known
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## What Happens Next

We take all concerns seriously. We will:

- Acknowledge your complaint within 3 working days
- Review what happened and investigate if needed
- Aim to respond fully within 10 working days

If more time is needed, we'll let you know and keep you updated.

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## Your Options

We aim to resolve most issues quickly and fairly. If you're still not satisfied after our response, you can:

- Request a further review
- Seek external advice if you wish (for example, from a consumer advice service)

We are committed to resolving complaints respectfully, fairly, and confidentially.