

CLUB OPERATIONS STANDARDS

Complaint Channels

Members and staff may submit complaints via:

1. Suggestion Box (Physical):

- Located near Reception or Main Exit.
- Reviewed weekly by Centre Manager.

2. Email / Online:

- Via club email or website feedback form.
- Automatically acknowledged within 48 hours.

3. In-Person:

- Handled confidentially by the Centre Manager.

4. Direct to HQ:

- For unresolved or serious complaints, escalate via:
-  support@uacperformance.com.au

Complaint Handling Process

Stage	Action	Responsible	Timeframe
1. Receive Complaint	Accept complaint verbally, in writing, or via suggestion box. Acknowledge receipt and record details.	Staff / Manager	Within 24 hours
2. Log Complaint	Enter into Complaint Register (Google Sheet or Trello board). Assign case ID and categorize.	Centre Manager	Within 2 working days
3. Initial Assessment	Determine severity and nature. Minor issues handled locally; major ones escalated.	Centre Manager	Within 3 days
4. Investigation	Gather facts, interview parties, and assess supporting evidence.	Centre Manager / FSO	Within 5 working days
5. Resolution	Provide written or verbal feedback to the complainant, including actions taken.	Centre Manager / HQ	Within 10 working days
6. Escalation	If unresolved or involves management, forward all documentation to HQ.	Centre Manager / Franchise Owner	Within 2 working days post review
7. Closure	Record resolution outcome, learning, and preventive measures.	HQ / FSO	Final confirmation within 14 days

CLUB OPERATIONS STANDARDS

Escalation Pathways

Level	Escalation Point	Examples
Level 1	Centre Manager	General member complaints or service issues
Level 2	Franchise Owner	Repeat issues or staff misconduct
Level 3	UAC HQ / FSO	Safety, discrimination, harassment, or complaint against manager/owner

▲ Note:

Complaints about a Manager or Franchise Owner must be submitted directly to HQ at:
✉ franchise.support@uacperformance.com.au
and reviewed confidentially by the Franchise Operations Manager or CEO.

Suggestion Box

Step	Action	Frequency / Responsibility
1. Setup	Suggestion box placed near Reception with labeled signage.	Once-off setup by Centre Manager
2. Review	Open and review all submissions.	Weekly (Centre Manager)
3. Record	Log suggestions in Feedback Register (Google Sheet).	Weekly
4. Discuss	Share relevant feedback in weekly team meetings.	Weekly
5. Action	Implement improvements or escalate ideas to HQ.	Ongoing
6. Communicate	Display "We Listened" updates on notice board / screens.	Monthly

CLUB OPERATIONS STANDARDS

Documentation & Record-Keeping

The following documents must be maintained in the club's Operations Drive Folder:

- Complaint / Feedback Register
- Investigation Notes
- Communication Records (emails, forms)
- HQ Correspondence
- Resolution or Action Summary

Retention Period: Minimum of 12 months.

Confidentiality

- All complaints are treated with strict confidentiality.
- Only personnel directly involved in the resolution may access complaint records.
- Anonymous feedback is accepted but may limit investigation outcomes.

11. Communication Guidelines

- Remain professional, empathetic, and non-defensive.
- Provide clear timeframes and next steps.
- Avoid emotional or public responses to complaints.
- Confirm resolution in writing when possible.

Continuous Improvement

Complaints and suggestions are reviewed quarterly by HQ to identify trends and improvement opportunities.

FSO will:

- Report recurring themes across clubs.
- Recommend training or policy adjustments.
- Recognize clubs demonstrating excellent service recovery.

KPI & Review

Metric	Target	Frequency
Complaint acknowledgment	100% within 48 hours	Monthly
Resolution completion	90% within 10 working days	Monthly
Suggestion box reviews	100% weekly	Weekly
Escalation compliance	100% (serious cases sent to HQ)	Ongoing

CLUB OPERATIONS STANDARDS

Review & Updates

This SOP is reviewed annually by UAC HQ Operations. Updates occur if:

- Complaint trends shift significantly.
- Regulatory or policy requirements change.
- Franchise feedback requests process improvements.

Quick Reference Summary

Channel	Who Reviews	Escalates To
Suggestion Box	Centre Manager	HQ (for policy ideas)
Member Complaint	Centre Manager	Franchise Owner / HQ
Serious Misconduct	Franchise Owner	HQ / CEO
Complaint About Manager/Owner	—	HQ directly