

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

## Escalation Pathways

Level	Escalation Point	Examples
<b>Level 1</b>	Centre Manager	General member complaints or service issues
<b>Level 2</b>	Franchise Owner	Repeat issues or staff misconduct
<b>Level 3</b>	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](mailto:franchise.support@uacperformance.com.au)  
 and reviewed confidentially by the Franchise Operations Manager or CEO.

## Suggestion Box

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

## 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

## 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