

COMPLAINT HANDLING FOR FERNWOOD MEMBERS

Club Location	
Franchisee/Manager or staff member involved	
Complainant name	
Complainant's best contact number	
Email	
Date of complaint	
Describe in detail and accurately the nature of your complaint	
Give the name of the person you first reported the complaint to	
Describe what actions can be taken in order to deal effectively with your complaint	
Describe what measures can be taken to avoid a repeat of your complaint	

Signature of complainant

Date

Complaint recorded by

Date

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Member Complaints Procedure

Step one

Address your concern or complaint with the Franchisee or management in writing and attempt to reconcile.

Step two

If your concern or complaint is left unaddressed please submit an accurate and detailed description of your complaint including what process had been taken to resolve the issue and send to:

memberfeedback@fernwoodfitness.com.au

You will receive acknowledgement of your complaint within five business days.

Step three

You may be asked to supply any supporting documents regarding your complaint. Your complaint will be reviewed by the appropriate contact and a phone interview may be required the club Franchisee.

Step four

There is no guarantee a resolution will be fully made but every effort will be made to resolve the matter between both parties.

Please note complaints are handled as an administrative procedure and do not replace the legal process or advice that remains available at any time.