



COMPANY POLICY

Complaints

Complaints Policy

At Party Central Fitness, we highly value the opinions and experiences of our participants, instructors, and staff. We are committed to addressing any concerns, issues, or feedback in a prompt and effective manner. This policy outlines our approach to handling complaints and ensuring a positive resolution for all parties involved.

1. Open Communication

We encourage open communication and view complaints as an opportunity to improve our services. Participants, instructors, and staff are encouraged to voice their concerns directly to us, either verbally or in writing.

2. Complaint Channels

Complaints can be submitted through the following channels:

- In Person: Participants can discuss concerns with instructors or staff members on-site.
- Email: Complaints can be sent to our designated complaints email address at partycentralfitness1@gmail.com.

3. Complaint Submission

Complaints should include specific details about the issue, the individuals involved, and any relevant dates or times. Providing as much information as possible will help us understand the situation and address it effectively.

4. Acknowledgment

Upon receipt of a complaint, we will acknowledge it within a specified timeframe (usually within 48 hours) to confirm that we have received the complaint and are reviewing the matter.

5. Investigation and Resolution

We will conduct a thorough investigation to understand the nature of the complaint, gather relevant information, and assess the situation. This may involve speaking to individuals involved and reviewing any supporting documentation.

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6. Timely Resolution

We aim to resolve complaints as quickly as possible. In most cases, complaints will be resolved within a reasonable timeframe (usually within 14 days). However, more complex issues may require additional time for resolution.

7. Communication of Resolution

Once the investigation is complete, we will communicate the resolution to the individual who submitted the complaint. This communication will include an explanation of the outcome and any actions taken to address the issue.

8. Escalation

If the complainant is not satisfied with the resolution, they may request that the complaint be escalated to a higher level of management. We will provide information on how to do so and ensure that the escalation process is fair and transparent.

9. Confidentiality

All complaints will be treated with the utmost confidentiality, and information shared during the complaint process will be used only for the purpose of resolving the issue.

10. Continuous Improvement

We view complaints as an opportunity to learn and improve. Feedback received through the complaint process will be used to identify areas for enhancement in our operations, policies, and services.

Party Central Fitness is committed to maintaining a transparent, fair, and effective complaints resolution process. By adhering to this Complaints Policy, we aim to address concerns in a timely and respectful manner, ensuring the satisfaction of our participants, instructors, and staff.

For submitting complaints via email, please use the following email address: partycentralfitness1@gmail.com.