



# COMPANY POLICY

Appeals

# Appeals Policy

**At Party Central Fitness, we understand that individuals may occasionally disagree with decisions made by us. We are committed to maintaining a fair and transparent appeals process to address such situations. This procedure outlines the steps to follow when seeking an appeal.**

## **1. Grounds for Appeal**

An appeal can be initiated if an individual believes that a decision made by Party Central Fitness was unfair, unjust, or not in line with our policies.

## **2. Initiating an Appeal**

To initiate an appeal, the individual must submit a written appeal request outlining the decision being appealed, the reasons for the appeal, and any supporting evidence. The appeal request should be sent to our designated appeals email address at [partycentralfitness1@gmail.com](mailto:partycentralfitness1@gmail.com).

## **3. Appeal Submission**

The appeal request should be submitted within a specified timeframe from the date of the original decision. This timeframe is usually within 14 days.

## **4. Acknowledgment**

Upon receipt of the appeal request, Party Central Fitness will acknowledge the appeal within a specified timeframe (usually within 48 hours). The acknowledgment will confirm that the appeal is under review.

## **5. Appeal Review**

The appeal will be thoroughly reviewed by a designated appeal review panel. This panel will consist of individuals who were not involved in the original decision.

## **6. Additional Information**

The appeal review panel may request additional information from the appellant or other relevant parties to ensure a comprehensive understanding of the situation.

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## **7. Decision on Appeal**

The appeal review panel will reach a decision based on the information provided and the relevant policies. The decision will be communicated in writing to the appellant within a reasonable timeframe (usually within 21 days from the receipt of the appeal request).

## **8. Final Decision**

The decision reached by the appeal review panel will be final and binding. The appellant will be informed that the decision represents the conclusion of the appeals process.

## **9. Confidentiality**

All information shared during the appeals process will be treated with the utmost confidentiality and used solely for the purpose of resolving the appeal.

## **10. Continuous Improvement**

Feedback received through the appeals process will be used to identify areas for improvement in our policies and decision-making procedures.

**Party Central Fitness is committed to maintaining a fair and impartial appeals procedure. By adhering to this Appeals Procedure, we aim to address appeals in a transparent and respectful manner, ensuring that the concerns of individuals are heard and considered appropriately.**

**For submitting appeal requests via email, please use the following email address: [partycentralfitness1@gmail.com](mailto:partycentralfitness1@gmail.com).**