Aberdeen Blueberry Wellness Ltd Complaints Policy

## Introduction

This document sets out Aberdeen Blueberry Wellness Ltd complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Aberdeen Blueberry Wellness Ltd.

Our mission is to provide first-class qualifications, assessments and services that are valued by training providers, employers and students.

Our values:
• creative

* efficient
* professional
* supportive
* agile

We set ourselves extremely high levels of service expectation as we strive to maintain our reputation by using the leading awarding organisation for fitness and physical activity in the active leisure, learning and wellbeing sector.

Therefore, it is important should you feel that you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

## Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by Aberdeen Blueberry Wellness Ltd

It is not to be used to cover enquiries about services offered by Aberdeen Blueberry Wellness Ltd or appeals in relation to assessment decisions made by Aberdeen Blueberry Wellness Ltd. These areas are covered by separate policies. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our published Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered or conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements as stated in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

##  Aberdeen Blueberry Wellness Ltd responsibility

## We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and their individual responsibilities in relation to this.

## How should I complain?

Stage 1

All Aberdeen Blueberry Wellness Ltd staff are trained to support our customers and are all keen to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with, or is the cause of your issue/complaint.

Stage 2

If the Aberdeen Blueberry Wellness Ltd staff member cannot help, or if you wish to speak to someone else regarding the problem, please complete our complaints form and pass it on to our Internal Verifier, Kirsty Walsh.

Who will email you acknowledging receipt of your complaint within 2 working days and will respond within a solution/outcome within 20 working days. Where it is not possible to offer a solution within 20 working days you will be notified of the rationale and the expected timescale for the response to be provided.

Stage 3

If stage 2 is not possible, or if you are not satisfied with the outcome provided by this member of staff, please send written confirmation of your complaint detailing all aspects (including any evidence and communications already received) to:

Laura Walker,

Centre Manager, Aberdeen Blueberry Wellness,

Email: fitness@larawalkerlimited.co.uk.

Which must be received within 20 working days of the outcome given at stage 2 of the complaint’s procedure. Who will email you acknowledging receipt of your complaint within 2 working days and will respond within a solution/outcome within 20 working days. Where it is not possible to offer a solution within 20 working days you will be notified of the rationale and the expected timescale for the response to be provided.

## If at the outcome of Stage 3 and only where you have fully exhausted the process and you are unhappy with the outcome, you can contact Active IQ directly if you feel there was a significant breach by Aberdeen Blueberry Wellness Ltd of Active IQ’s various procedures (available here: <https://www.activeiq.co.uk/for-centres/policies-and-procedures>). Contact details can be found on Active IQ’s website (available here: <https://www.activeiq.co.uk/contact-us/> ).

## Confidentiality and whistle blowing

Sometimes a complainant may wish to remain anonymous, however, it is always preferable to reveal your identity and contact details to support a comprehensive review/investigation. If you are concerned about possible adverse consequences, please inform us that you do not wish to divulge your identity.

## What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration as to how we can improve our service and arrangements. For example, reviewing our procedures and actions to evaluate the need/impact of any required changes to our existing arrangements and assessment processes (if relevant), or the need for additional for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, Aberdeen Blueberry Wellness Ltd will give due consideration to the outcome and will, as appropriate, take actions such as:

* identify any other learner, who has been affected by that failure
* correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
* ensure that the failure does not recur in the future
* compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question

Thank you for your contribution and commitment to making our policy work.

**Learner Complaints Form**

This form is intended for learners who wish to lodge a formal complaint. Please complete all sections and provide as much detail as possible to assist with the resolution process.

**Section 1: Complainant Details**

* Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 2: Complaint Details**

* Please provide a detailed description of the complaint, including relevant dates, locations, and individuals involved:
* Have you taken any actions to resolve this complaint so far? (If yes, please describe what has been done and any responses received):

**Section 3: Desired Outcome**

* Please specify the resolution or outcome you are seeking:

**Section 4: Supporting Evidence**

* Please list any supporting documents or evidence you are attaching (if applicable):

**Section 5: Declaration**

I confirm that the information provided in this form is accurate and true to the best of my knowledge.

* Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Submission Instructions:**

Please submit this form along with any supporting documents to FAO: Laura Walker you@blueberrywellness.co.uk Once received, your complaint will be reviewed, and you will be contacted regarding the next steps.

For further assistance, please contact .

\*\*Reviewed March 2025\*\*