



COMPLAINTS AND FEEDBACK POLICY

Soho Gyms Academy welcomes both positive and constructive feedback from students. We want to ensure the highest standards of teaching and learning for all students. In order to do this we appreciate any feedback from students who have had an excellent experience with us or where the standards have not been as we set out.

If you would like to give us feedback then we welcome it in writing so it can be forwarded onto the relevant people. This could be via an email to the Academy Manager academy@sohogyms.com or write to Soho Gyms Academy, 13-16 Empire Square, Long Lane, London, SE1 4NA.

IF YOU WOULD LIKE TO MAKE A FORMAL COMPLAINT THEN
PLEASE FOLLOW THE PROCEDURE BELOW:

In the first instance please speak to your tutor/assessor who will deal with the complaint accordingly taking into account all of the facts and occurrences of any situations. If you do not feel comfortable discussing your complaint with your tutor or assessor or you are not happy with the outcome from your tutor or assessor then please proceed to stage 2.

Please contact the Academy Manager including all details covering your name, address and course, details of complaint and how you would like the complaint to be resolved.

Email academy@sohogyms.com.

Write to Soho Gyms Academy, 13-16 Empire Square, Long Lane, London, SE1 4NA.

Telephone 0845 671 0087.

You will receive confirmation of your complaint within a week of receipt. Your comments or complaint will be fully investigated and you will receive a written response within 28 days.

If you are not satisfied with the outcome of your complaint please follow the next stage.

Please write to the Managing Director of Soho Gyms, 13-16 Empire Square, Long Lane, London, SE1 4NA. You will receive confirmation within a week after which it will be investigated further. Following the investigation you will receive a written response with the outcome within 28 days.

Again if you are not happy with the outcome of stage 3 then you must proceed to the final stage.

If Soho Gyms Academy is not able to deal with your complaint then it will be referred on to an alternative body such as an awarding body. You will be informed of this and may be called upon for further information from this body.

Please where possible start with stage 1 as most complaints can be dealt with at this point. If the complaint cannot be dealt with at this stage then you must follow through stages 2-4 if necessary. You may not jump a stage without following the previous stage.