



Complaint Handling Process

COMPLAINTS FIELDDED BY F2F REPS

If complaints are forwarded to management by a rep on the field the following actions are taken to address the issue:

1. The rep is asked in detail what took place and why a complaint was made to them
2. A report of the complaint is typed out by the manager receiving the call or text
3. If the rep is found to be in a serious breach of policy they will be removed from the field
4. If the rep is found not to be in a serious breach of policy they will be briefed on behavioural standards either via phone call or written response before asking them to return to the field
5. A copy of that report is sent to those affected by the complaint (clients being represented, trainers responsible for the staff member, centre booking agents etc)

COMPLAINTS FIELDDED BY CENTRE MANAGERS AND DIRECTED TO FP

If complaints are forwarded to management by a centre manager or a booking agent like Sprout, the following actions are taken:

1. The manager or the booking agent is asked to provide a detailed breakdown of what took place
2. Management reviews the complaint
3. The rep or reps in question are called or visited and briefed on the complaint
4. Depending on the severity of the complaint reps may be removed from the field, suspended for the week or called in for a review
5. Warnings may be provided to the rep, and 3 warnings within a 6-month period is automatic termination
6. If a written response is deemed necessary, the rep will be asked to provide a response before the close of business

COMPLAINTS FIELDDED BY CLIENTS AND DIRECTED TO FP

If complaints are forwarded to management by the client via a supplier company or directly, the following actions are taken:

1. The complaint is reviewed immediately
2. The rep or reps in question are called or visited and briefed on the complaint



3. Depending on the severity of the complaint reps may be removed from the field, suspended for the week or called in for a review
4. Warnings may be provided to the rep, and 3 warnings within a 6-month period is automatic termination
5. If a written response is deemed necessary, the rep will be asked to provide a response before the close of business
6. A written response will be provided by management to the supplier company or the client directly
7. A team memo may be sent out addressing the issue so that no more instances arise
8. Re-training may be provided to staff involved and staff that witnessed the complaint to ensure it does not happen again