



Letting us know what you think

Mobilates really loves to hear from you. We really cherish and appreciate your thoughts on our services. It allows us to develop as practitioners and to also ensure Mobilates is meeting your needs. It also helps to advertise Mobilates so we can help more people just like you.

If you would like to tell us what you think, this includes positive feedback and constructive feedback, you can do so providing your name or anonymously [here](#) or emailing us at info@mobilates.com.

Complaints Policy

If for any reason you are unhappy with any of Mobilates services, the following tells you what you can do to help Mobilates improve its service to you.

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the teaching, safety of our members, the handling of a particular situation or issue or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

All complaints should be addressed initially with the person responsible for providing the service/teaching your class, so that your problem may be dealt with immediately.

If you are not happy with the response or you feel uncomfortable addressing it directly, please put your complaint in writing to Leanne English or, if your complaint is against that person, Kerry Green.

If you are not happy with the response, then you will be invited to address your complaint to the team of Directors who will listen to your concerns, consider the issues and whether subsequent actions were appropriate. The team will then decide on any further actions.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days in writing. In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint. If the complaint is complex, we aim to let you have a full reply within thirty working days.

Any safety concerns that would endanger a person would be dealt with immediately notice is received.





What will happen next?

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

This policy was last reviewed on 6th November 2024 by Leanne English

