

Zen Pilates Training

Complaints Policy

Version 1: 04.07.2026

Review Date: July - 2027

Purpose and Scope

Zen Pilates Training is committed to providing a high-quality learning experience and delivering excellent customer service to all learners and clients.

We value feedback and recognise that complaints provide an opportunity to improve our services. This policy outlines how learners, prospective learners and members of the public can raise concerns and how those concerns will be managed fairly, promptly and consistently.

This policy applies to complaints relating to the services provided by Zen Pilates Training, including qualifications, CPD courses, workshops and learner support.

This policy does **not** apply to:

- appeals against assessment decisions (see the **Appeals Procedure**)
- allegations of malpractice or maladministration (see the **Malpractice & Maladministration Policy**)
- requests for reasonable adjustments (see the **Reasonable Adjustments Policy**).

Where a complaint falls under another policy, the complainant will be advised of the appropriate procedure.

Our Commitment

Zen Pilates Training is committed to:

- delivering high-quality education and training
- treating all learners with kindness, fairness and respect
- providing a supportive and inclusive learning environment
- responding to concerns professionally and impartially
- using feedback to continually improve our services.

Complaints will always be taken seriously and handled respectfully. Raising a complaint will not disadvantage a learner in any way.

Responsibilities

As the owner of Zen Pilates Training, **Zenny Middleton** is responsible for overseeing the complaints process and ensuring that complaints are investigated fairly, confidentially and without unnecessary delay.

Policy Contact

Name: Zenny Middleton

Email: hello@zenpilatestraining.com

All tutors, contractors and anyone working on behalf of Zen Pilates Training are expected to cooperate fully with any complaint investigation where required.

Complaints Procedure

Stage 1 – Informal Resolution

Where possible, learners are encouraged to raise any concerns directly with their tutor or the person involved as soon as possible.

Many issues can be resolved quickly through discussion and clarification without the need for a formal complaint.

Stage 2 – Formal Complaint

If the matter cannot be resolved informally, a formal complaint should be submitted in writing by email.

The complaint should include:

- the nature of the complaint
- relevant dates
- any supporting evidence
- the outcome being sought.

Zen Pilates Training will acknowledge receipt of the complaint within **five working days**.

A full response will normally be provided within **ten working days**. Where additional time is required, the complainant will be informed of the reason for the delay and provided with an updated timescale.

Stage 3 – Review

If the complainant remains dissatisfied with the outcome, they may request that the complaint be reviewed by submitting further information or explaining why they believe the original decision should be reconsidered.

Following the review, Zen Pilates Training will issue a final written response.

Where the complaint relates to a regulated qualification and all internal procedures have been exhausted, learners may be advised of their right to refer the matter to the relevant awarding organisation in accordance with its published procedures.

Confidentiality

Complaints will be handled sensitively and confidentially.

Information will only be shared with those directly involved in investigating or resolving the complaint, or where disclosure is required by law.

All complaint records will be stored securely in accordance with the **Privacy & GDPR Policy**.

Whistleblowing

Zen Pilates Training encourages anyone who has concerns about unlawful, unsafe or unethical practice to raise those concerns promptly.

Individuals may request that their identity remains confidential wherever possible. While every effort will be made to respect confidentiality, there may be circumstances where information must be shared to protect individuals or comply with legal obligations.

Outcomes

Where a complaint is upheld, Zen Pilates Training will take appropriate action to address the issue and improve future practice.

Actions may include:

- reviewing policies or procedures
- improving communication
- providing additional training
- implementing service improvements
- taking appropriate action where professional standards have not been met.

Where appropriate, steps will also be taken to minimise the impact on any learner affected.

Monitoring and Review

Zen Pilates Training is committed to continually improving the quality of its services.

Complaints will be monitored to identify trends and opportunities for improvement.

This policy will be reviewed annually or sooner if required following:

- changes in legislation
- updates from awarding organisations
- organisational changes
- learner feedback
- identified improvements to practice.



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