



## *InOut Academy Complaint Policy & Procedures*

### **Our Commitment:**

InOut Academy is dedicated to providing exceptional training and coaching experiences. We value your feedback and are committed to continuous improvement. This policy outlines how to address any concerns you may have with our services.

### **Making a Complaint:**

- **Convenience:** We strive to make registering a complaint easy and accessible.
- **Timeliness:** We will aim to acknowledge your complaint within one week and provide a full response within four weeks.
- **Transparency:** You have the right to a clear and detailed explanation of how we handled your complaint.
- **Action:** We will inform you of any changes made to our services based on your feedback.
- **Regular Review:** We regularly review this policy to ensure it remains effective.

### **Who's Responsible:**

- **Management:** Our senior team fosters a culture of excellent customer service and ensures staff understand complaint procedures.
- **All Staff:** Every team member plays a role in providing a positive experience and upholding this policy.

### **Communication:**

- **Availability:** This policy is readily available on our website and in hard copy upon request.
- **Training:** We provide thorough training to ensure staff confidently handle complaints.

### **Equality & Diversity:**

All clients have the right to express dissatisfaction without fear of discrimination. We maintain a separate Equal Treatment Policy promoting fair treatment for everyone.

### **Complaint Procedure:**

- **We Welcome Feedback:** Your feedback, positive or negative, helps us improve.
- **Confidentiality:** We take your privacy seriously and keep your information confidential.

### **How to File a Complaint:**

1. **Immediate Resolution:** For quicker resolution, directly address your concern with the staff member involved.
2. **Formal Complaint:** For a formal complaint, submit it within 3 months by email, website form, or letter.
3. **Details:** Provide as much detail as possible, including dates, times, and individuals involved.

### **Contact Us:**

- 961 70 718108
- [contact@inout-academy.com](mailto:contact@inout-academy.com)
- Address: InOut Academy – Trabusli Street – Zein Building – 2<sup>nd</sup> Floor – Badaro – Beirut – Lebanon.

**Initial Acknowledgement:**

We will confirm receipt of your complaint within five working week.

**Full Response:**

You will receive a detailed response with the outcome within four weeks.