

Complaints Procedure

At Zippy's, we are committed to providing a high standard of service and take all complaints seriously. We aim to address and resolve any concerns promptly, fairly, and transparently. If you wish to make a complaint, please follow the procedure outlined below:

1. Submission of Complaint

All complaints must be submitted in writing via email to zippysgymnastics@gmail.com

Please include the following information:

- Your child's full name
- The class they attend
- A clear description of the concern or issue

Providing detailed information will assist us in conducting a thorough investigation.

2. Acknowledgement

Upon receipt of your complaint, a member of our office team will acknowledge your email within five working days.

3. Investigation

Our management team will carefully review and investigate the matter raised.

4. Outcome

We will respond to you in writing with the outcome of our investigation and any actions taken, where appropriate.

5. Further Communication

If necessary, further communication may take place via email or telephone with our Office Manager to ensure the matter is fully resolved.

We are committed to maintaining a positive, safe, and supportive environment for all of our members and families. Your feedback is important to us and helps us continually improve our services. We appreciate your cooperation and the opportunity to resolve any concerns in a fair and timely manner.