**Customer Service Statement**

**Fit2The Core Training Systems Ltd is proud of our reputation for delivering a first class, professional service at all times. However, if you feel that your expectations have not been met in any way you may lodge a complaint following the steps below:**

1. Discuss your complaint with your coach
2. If your complaint is not resolved contact:

Darren Cutler (Head Coach)

26 Derwent Street - Blackhill – Consett - Co. Durham - DH8 8LY

Tel: 07914400115 – email: [fit2thecore@outlook.com](mailto:fit2thecore@outlook.com)

Complaints relating to Fit2TheCore Training Systems Ltd instructor programs should be directed to the Head Coach as outlined above.

If your complaint is not fully resolved, you may escalate it to ActiveIQ (contact details to be added)

Fit2The Core Training Systems values your feedback and will respond to any complaints as quickly as possible without your statutory rights being affected.