Complaints Form Response

HiFlex Physio

Confidential (Office Use Only)	
Date Complaint Received	11th March 2008
Name of Investigator	Tom Paul Cairns Centre Manager
Name of Respondent	Tom Paul Cairns Centre Manager
Complaint Justified	Yes ☐ No ☑

Result of Investigation

I attended several of the classes and spoke with other clients attending the same calss. They do not believe the class was unsafe or too difficult. It is within the national guidelines.

Actions Taken

Contacted Ms. Bell and explained the class levelm suggested that she undertake a complimentary personal fitness assessment to see if she should attend that or another class. She was not impressed but said that she would think about it.

Provided refund of the casual day rate as paid by Ms. Bell.

Date Complaint Resolved	11th March 2008
Follow up call made within seven days	Yes ☐ No ☐
Customer Reaction	Satisfied ☑ Moderately Dissatisfied ☐