

MEMBER COMPLAINT POLICY

Upstate Studios is committed to our mission of helping you find a positive state of mind through movement and connection.

This policy outlines our approach to handling member complaints to ensure they are addressed and resolved promptly and fairly, and covers any dissatisfaction with our services, instructors, facilities, or policies.

We are committed to the continuous improvement of our services and processes, and actively review feedback and complaints.

How to Make a Complaint

A complaint is an expression of dissatisfaction related to our services, instructors, facilities, or policies, where a response or resolution is explicitly or implicitly expected.

Members can submit complaints by the following channels:

- **Online:** www.upstatestudios.com.au
- **Email:** see website [Contact Page](#) for relevant email depending on the studio you attend.
- **Telephone:** (03) 5222 1690
- **In Person:** Our studios are open for classes only. Complaints received in-person will be escalated to management if unable to resolve at the time.

We encourage members to raise their concerns at the time of an incident with our staff directly.

If the complaint is unable to be resolved at the time, or a more thorough investigation is required, the complaint can be escalated to a more senior employee or designated complaint handler.

Your privacy matters. All complaints will be handled confidentially, and information will only be shared with those directly involved in the resolution process. If concerned, we recommend requesting a call back and we can connect you with the right person.

Complaints Process

1. Acknowledgement

We will acknowledge receipt of the complaint within two business days.

2. Assessment

The complaint will be reviewed to determine its nature and the appropriate person to handle it.

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3. Investigation

We will investigate the complaint, which may involve speaking with relevant staff and witnesses.

4. Resolution

A proposed resolution will be communicated to you within ten business days of receiving the complaint. We may follow up to ensure the resolution is satisfactory.

5. External Review

If you are not satisfied with the outcome of the resolution provided, you can request an external review directly with the appropriate consumer body.

Local State and Territory Consumer Protection Agencies:

- Consumer Affairs Victoria: <https://www.consumer.vic.gov.au/>
- Office of Fair Trading Queensland: <https://www.qld.gov.au/law/fair-trading>
- NSW Fair Trading: <https://www.fairtrading.nsw.gov.au/>