



Complaints Form Response

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 <input type="checkbox"/> No <input checked="" type="checkbox"/>
Results of Investigation	<i>I attended several of the classes and spoke with other clients attending the same class. They do not believe the class was unsafe or too difficult. It is within the national guidelines.</i>
Actions Taken	<i>Contacted Ms Bell and explained the class level, 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.</i>
Date Complaint Resolved	11th March 2008
Follow up call made within seven days	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Customer Reaction	Satisfied <input checked="" type="checkbox"/> Moderately <input type="checkbox"/> Dissatisfied <input type="checkbox"/>