PLAN - TRAIN - BELIEVE - ACHIEVE

FITIQ Complaints Policy

Junior Participants, Parents and Carers

Last updated: 17 September 2026

FITIQ wants children, parents and carers to have a positive experience with us. If something has gone wrong or you are unhappy with any aspect of FITIQ, we would rather know about it and have the opportunity to address it.

1. Raising a Concern

Where possible, we encourage parents and carers to raise straightforward concerns directly with Lou so that they can be dealt with quickly.

For a more formal complaint, please email lou@fitiq.life with a brief explanation of what has happened, who was involved and what you would like us to look into.

2. How We Will Respond

We will acknowledge a formal complaint as soon as reasonably possible and normally within two working days. We will look into the circumstances, speak to the relevant people where necessary and aim to provide a response within ten working days.

Some matters may take longer to investigate properly. Where this happens, we will keep you informed.

3. Escalation

If you are unhappy with the response, or your complaint directly concerns Lou, you can ask for the matter to be reviewed by Rich Ferriman at rich@neurodiversityglobal.com.

The review will consider the original complaint, the response provided and any additional relevant information before providing a final FITIQ response.

4. Safeguarding Concerns

A complaint involving the safety or welfare of a child will not be treated as an ordinary customer complaint. FITIQ will prioritise the child's safety and follow its Safeguarding and Child Protection Policy.

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Where appropriate, concerns may be referred to the Local Authority Designated Officer, children's social care, the police or another relevant safeguarding authority.

If you believe a child is in immediate danger, contact the police on 999.

5. Our Approach

Complaints will be handled respectfully, fairly and as confidentially as reasonably possible. Raising a genuine concern or complaint will not affect a child's ability to attend FITIQ.

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