

Complaints, Feedback & Concerns Policy

Introduction

FitnessGenes Limited is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which services can be improved is by listening and responding to the views of members, customers and stakeholders, and by responding positively to complaints, feedback, and concerns, and putting mistakes right.

Staff disputes may also arise, and FitnessGenes Limited is committed to ensuring there are appropriate procedures in place to handle such circumstances,

FitnessGenes Limited aims to ensure that:

- making a complaint or providing feedback is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service (or the internal team) which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints and concerns, use them to improve our service, and review annually our complaints policy and procedures.

FitnessGenes Limited recognises that many concerns will be raised informally and dealt with quickly, with the aim to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Definitions

A 'complaint' is any expression of dissatisfaction that relates to *FitnessGenes Limited* services or employees and requires a response.

This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

'Feedback' is defined as any information shared about the product or services provider, or a person's performance of a task, which is used as a basis for improvement. This can be both positive and negative.



A 'concern' is any expression of anxiety or worry due to the information provided by *FitnessGenes Limited* services or employees. This covers concerns around any genetic predispositions the results can highlight. No diagnostic genetic results are available with *FitnessGenes Limited* however.

Policy Purpose

The complaints, feedback and concerns policy and procedure are intended to ensure that all complaints, feedback and concerns are handled fairly, consistently and wherever possible satisfactorily resolved.

Responsibilities

FitnessGenes Limited responsibility will be to:

- log all complaints, feedback and concerns;
- acknowledge the formal complaint or concern in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint or concern; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to FitnessGenes' attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff at FitnessGenes;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow FitnessGenes a reasonable amount of time to deal with the matter, and
- recognise that some circumstances may be beyond FitnessGenes' control.

Complaints, Feedback and Concerns Procedure

Written records must be made by *FitnessGenes Limited* at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint or concern. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

All complaints, including informal complaints, feedback, or concerns should be logged in Jira to ensure a record is maintained. The Client Services Manager will be responsible for this log, categorising the feedback, and assigning appropriate personnel to handle each complaint, feedback or concern.

Stage 2



If the complaint cannot be resolved informally, it is our duty to advise the member of the public (or employee) on how a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation. The formal complaint procedure will also be found on our website (www.fitnessgenes.com).

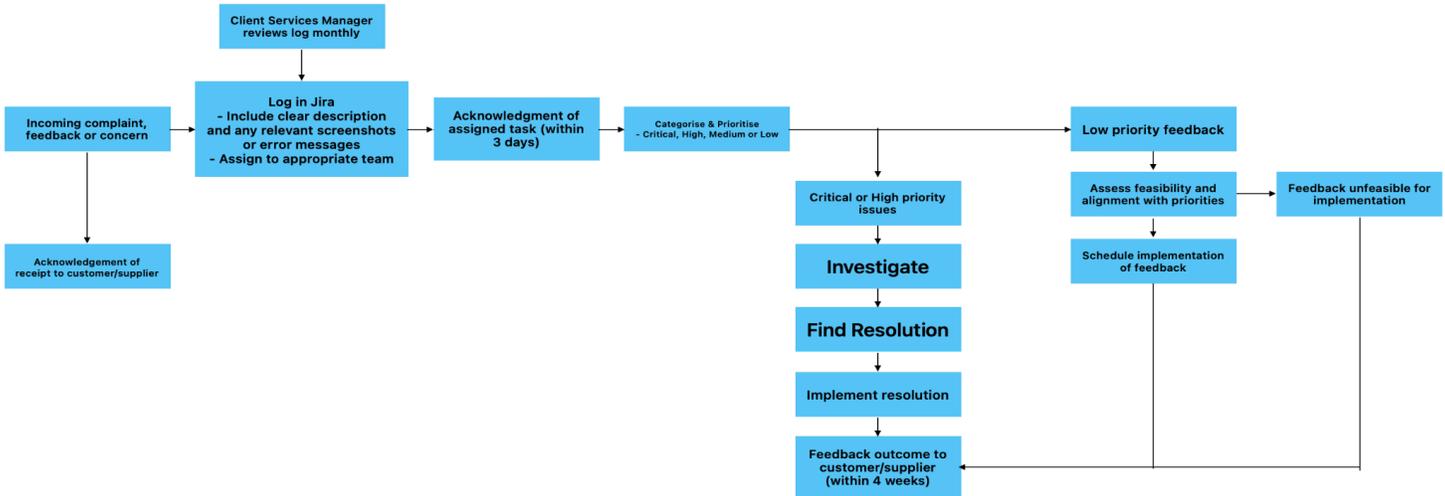
- a) A formal complaint can be made either verbally or in writing. If in writing, it should be emailed to support@fitnessgenes.com. If given verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor. All complaints should be recorded in Jira.
- b) In all cases, the complaint must be passed on to the Client Services Manager. In the event of a complaint about the Client Services Manager, the complaint should be passed to the Chief Executive Officer (CEO) and if the complaint is about the CEO, this must be passed on to the Chairman of the Board.
- c) The Client Services Manager or CEO, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it. They will ensure the complaint, feedback or concerns are assigned to the appropriate personnel in the company to deal with it most efficiently (i.e. feedback that requires a technical improvement to the website would be assigned to the Chief Technical Officer, any concerns about the genetic information provided will be assigned to an employee with a medical or genetic qualification).
- d) The appropriate person will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager if concerning an employee. The follow up of any concerns will involve offering a chance for a 1-2-1 discussion to the complainant to ensure all concerns are appropriately addressed.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible, then a written communication must be sent explaining why. The Client Services Manager will ensure all investigations are dealt with within four weeks, and ensure the status of each is updated within Jira for recording purposes. A review and audit of all complaints, feedback and concerns will be carried out every month.

Stage 3

- a) The complainant has the right to complain to the regulator, and to lodge an appeal if they are not happy with the outcome of a complaint. In the UK this is the Information Commissioner's Office. Find out on their website [how to report a concern](#). Acknowledgement of this formal process will be clearly communicated to the complainant and is referenced within our [Privacy Policy](#).

Figure 1 below outlines the reporting and resolution process.

Figure 1



Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and *FitnessGenes Limited* maintain confidentiality. All records of complaints, feedback and concerns will be made anonymous, apart from exceptional circumstances. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.



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