Complaints Procedure

Bureau of Fitness Standards · bureauoffitness.org

Document	BFS-POL-05 · Complaints Procedure
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Owner	Governing Board
Review	Every 3 years, or sooner if requirements change

> Issued by BFS management as an interim edition. It will be reviewed and ratified by the Governing Board at its first meeting after the committees are constituted.

1. Who can complain

Anyone: candidates, clients of certified professionals, employers, providers and members of the public.

2. How to complain

1. Email info@bureauoffitness.org with subject "Complaint".
2. Describe what happened, who was involved, when, and what outcome you are looking for. Include any evidence.
3. You can complain anonymously, but BFS may then be unable to investigate fully.

3. What happens next

- BFS confirms whether the complaint relates to its certification activities. If not, it tells you who can help.
- BFS acknowledges the complaint and replies with an outcome or a progress update within **10 working days**.
- Anyone named in or linked to the complaint takes no part in handling it.
- Complaints about a certified person or provider's conduct may go to the Complaints and Disciplinary Panel under the Disciplinary and Sanctions Procedure.
- Complaints about BFS itself are handled by people not involved in the matter and reported to the Governing Board.
- You receive a written outcome. If you are not satisfied with how the complaint was handled, you may ask for a review by the Governing Board chair.

4. Records

All complaints, actions and outcomes are recorded, kept for 6 years, and reviewed for trends at management review.