B WELL
FITNESS CLUB

COMPLAINTS POLICY

OUR PROMISE

- We want every member to enjoy training at B Well. If something is not right, please tell us so we can fix it.

HOW TO MAKE A COMPLAINT

- Speak to a coach or to Edele or Neilus at the studio, call or text 087 764 3449, or email info@bwellfitnessclub.com.
- Tell us what happened, when, and what you would like us to do.

WHAT HAPPENS NEXT

- We will acknowledge your complaint within 3 working days and aim to resolve it within 14 days.
- If you are not happy with our response, ask for it to be reviewed by the owners.

Last reviewed: November 2026. Sample document for demonstration.