

Complaints Policy



Fusion Lifestyle always listens to what their customers have to say.

We value your feedback and appreciate your suggestions to help us make your Fusion experience the best it can be.

We put you, the customer, first. If you are unhappy with any of our services, please contact us and we will do everything we can to put it right.

Contact Us:

Step One

If you are dissatisfied with any part of your visit while at one of our centres, you can speak directly to our team members or ask to see the General Manager. If you wish to put your concerns in writing you can use our Please Tell Us What You Think (PTUWYT) feedback card. The PTUWYT cards are available in the reception area at each of our sites or available via our website. If you would like a staff member to call you back you can tick the appropriate box on the form and we will respond to you within 48 hours.

Step Two

If you are not completely satisfied with the response from the General Manager, you can escalate the complaint to the Divisional Business Manager who will respond within 48 hours. You can obtain their details by contacting your local centre or submitting an online enquiry form at www.fusion-lifestyle.com

Step Three

A final escalation process is available if you still feel that your query has not been dealt with to your satisfaction. You can write to the Regional Business Manager or Head of Customer Relations at Fusion Lifestyle head office or email your complaint to info@fusion-lifestyle.com. We commit to acknowledge the complaint within 48 hours of receipt and resolve within seven working days.

**Fusion Lifestyle
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