



complaints

At Virgin Active, we always love hearing from our members. Whether it's feedback about what we're doing, a suggestion of how we can make things better or even if you just simply want to chat, we want to hear from you!

Of course, we know that we don't get everything right all of the time (who does?) That's why your comments are so important to us so we can do all we can to make your club the best it can be.

It's crucial to us that you get your Oomph back speedily after a problem arises, and that we make things better as soon as we can. We are absolutely, totally and utterly committed to resolving any issues our members have. (Have we made it clear enough that we think it's important?)

Our Member Promise

Our aim is that your complaint should be resolved as quickly as possible by our team who have the right experience, knowledge and authority to help you. We believe you should get a response within 2 working days and if your query can't be answered immediately, we will ensure you are kept fully up to date of our progress.

How to contact us

Step 1

Your Virgin Active is always the best place to start. Please feel free to raise any concerns with any member of staff there. If they can't help immediately, they'll certainly be able to point you in the direction of someone who can.

You can speak directly with the team at the club, phone them on your club's number or write to them at your club's postal address.

Alternatively you can post feedback on our website. Go to virginactive.co.uk then under 'My Club', you'll find 'Talk to Us', where your comment will be sure to reach the right person.

Step 2

If you have any further concerns, please contact the General Manager of your Club. You can speak directly to them at the club, phone them on your club's number or write to them through their personal email address or at your Club's postal address.

What if you're still not happy?

If you're not fully satisfied with how we've dealt with your problem, we want to hear about it. Our Customer Services Team is always here to help and will investigate – and address – your concerns accordingly.

You can call them on: 0207 717 9000 (lines are open Monday to Friday, 9am until 6.00pm).

You can write to them at:

Customer Services Team
Barbican Support Office,
100 Aldersgate Street,
Central London,
EC1A 4LX

Please quote your membership number and the details of your complaint.

As with everything we do at Virgin Active, we hope this all helps. Thank you!