

Lockleaze Sports Centre Complaints Procedure

1. Purpose The aim of this complaint's procedure is to provide customers with a clear and fair process to raise any concerns and to ensure that all feedback is addressed efficiently and respectfully. Our commitment is to resolve complaints fairly and promptly, aiming to continuously improve our services.

Step 1: Initial Complaint

- **1.1** If you have a concern or complaint, we encourage you to initially address it informally with a member of staff at Lockleaze Sports Centre. Often, issues can be quickly resolved on the spot.
- **1.2** If your concern is not satisfactorily resolved, or if you prefer a more formal approach, proceed to Step 2.

Step 2: Submitting a Formal Complaint

- **2.1** To submit a formal complaint, please contact us by email, in writing, or in person:
 - **Email:** info@lockleazesportscentre.co.uk
 - **Address:** Lockleaze Sports Centre, Off Bonnington Walk, Lockleaze, Bristol, BS7 9XF
 - **In Person:** Visit our front desk during opening hours.
- **2.2** When submitting a complaint, please include:
 - **Your full name and contact details**
 - **Date and time of the incident**
 - **Details of your complaint** (please provide as much information as possible)
 - **Any staff members involved** (if applicable)
 - **Desired outcome** (if you have a preferred resolution)
- **2.3** Once we receive your complaint, a confirmation of receipt will be sent within 72 hours.

Step 3: Investigation and Response

- **3.1** The General Manager or designated staff member will conduct a thorough investigation into your complaint. This may involve:
 - Reviewing relevant records
 - Speaking to staff or other individuals involved
 - Checking CCTV footage (if applicable)
- **3.2** We aim to complete our investigation within 10 business days. If more time is needed, we will inform you and provide an updated timeline.
- **3.3** Once the investigation is complete, we will respond to your complaint in writing, detailing:
 - Findings of the investigation
 - Any action we intend to take (if applicable)
 - Steps to prevent similar issues in the future (if relevant)

Step 4: Escalation Process

- **4.1** If you are dissatisfied with the outcome of our investigation, you may request a review by the Centre's Senior Management. Please submit this request in writing within 10 days of receiving our response.
- **4.2** The Senior Management team will review the complaint, investigation process, and outcome, aiming to provide a final resolution within 10 business days.

Step 5: External Review (Optional)

- **5.1** If you remain dissatisfied after our internal review, you may seek further assistance from an independent body, such as the local council or relevant sports governing body. Contact information for these organisations can be provided upon request.

Confidentiality & Data Protection All complaints are handled with confidentiality, respecting data protection laws and customer privacy.

Feedback We value your feedback and are committed to making improvements based on customer input. If you would like to offer feedback outside of a formal complaint, please contact us at info@lockleazesportscentre.co.uk