



OUR VISION AND MISSION

To deliver an inclusive range of Health and Wellbeing initiatives to our local community, whilst providing a clean, safe, and happy leisure experience.

CUSTOMER COMPLAINTS PROCEDURE

At Shenley Leisure Centre we care about all our customers and want to make every contact you have with us a positive experience which exceeds your expectations. However, we know that sometimes our service is not as good as expected and if this does happen, we would like the opportunity to put it right. Therefore, if you feel we have not delivered, we take this very seriously and want you to let us know. We promise to listen to your complaints and treat them as an opportunity to improve.

HOW TO TELL US....

Our aim is to resolve any problems on the spot so please ask to speak to the Duty Manager to discuss any issues you may have. Alternatively, you could feedback on any aspect of our service via our 'Contact Us' section on our website at any time.

If you would prefer to telephone with your feedback you can call our Centre on 01908 502488 and one of our team members will listen to your comments and forward them onto the relevant manager.

HOW WE WILL RESPOND

You can expect a response by any method you choose, where appropriate within 5 working days. Sometimes, investigations can take a little longer and if this is the case, we will keep you informed of progress and when you can expect a response. We will respond via the same method you contacted us unless you tell us otherwise.

NOT HAPPY WITH OUR RESPONSE

If you are not happy with the outcome of your complaint, or the way we dealt with your complaint, we want you to tell us. You can escalate your complaint to the next stage by contacting the Operations Manager, or you may wish to put your complaint in writing to our Chief Executive if you feel the Centre has severely failed in any aspect of its service. If the Chief Executive is unable to resolve the matter, it will be escalated to the Chairman of the Shenley Leisure Centre Trust.

WHAT CUSTOMER'S CAN EXPECT?

- All comments and complaints will be handled with dignity and respect, treating all customers fairly and equally.
- Give a clear response that resolves your complaint, or reasons why action has not been taken, will be communicated to you.
- Admit when our service is poor and correct it at earliest opportunity.
- Respond to all customers within set time frames.
- Learn from feedback and improve our service as a result.
- Ensure that if this procedure does not cover your complaint, you will be advised of your next course of action.