

SLM – Complaints procedure

Complaint resolution and management

THIS IS AN INTERNAL STANDARD AND WILL NOT BE SHARED WITH THE CUSTOMER.

All customer comments and complaints should always be dealt with using the escalation procedure and flowchart.

The following is offered to assist the process of resolution.

Complaint management

Complaints should be dealt with immediately by the colleague receiving the complaint but if not possible should be put in writing and addressed to the appropriate person (see flowchart).

Stage 1

The initial written complaint will be acknowledged and responded to within 10 working days.

Stage 2

If the complainant is not satisfied with the responses after using the three points of contact at SLM and the matter remains in dispute the Contract Manager will view both the complaint and response, communicating directly with the complainant to resolve the issue. This response should be delivered 10 working days after the complainant has registered their dissatisfaction with the Contract Manager.

Appeal

If the complainant is still dissatisfied with the response of the Contract Manager, this can be escalated to the Corporate, Leisure & Community Client Section Head, and the final escalation stage will be the Councils Head of Service for Leisure & Community. (see flowchart)

Responsibilities

It is the responsibility of the Area Manager, Contract Manager and Corporate, Leisure & Community Client Section Head to ensure this standard is achieved.

**Complaints Procedure Flowchart - Watford Leisure Centre
CENTRAL, WOODSIDE & WOODSIDE STADIUM**

