

Winchester Racquets & Fitness - Complaints Procedure

We want you to be enjoying your time at your club, but we know sometimes things do go wrong. So, if your concern is because of an experience you've had at the club, the correct process to follow is below:

Step 1 – Please tell a member of the club's team as soon as possible so they can investigate the detail and provide you with an outcome. However, if this isn't the answer you were hoping for....

Step 2 –your concerns will be passed to a Head of Department who will carry out a review. If this still doesn't give you the answer you were hoping for....

Step 3 –your concerns will be passed to the Duty Manager for review and final outcome from the club. If this doesn't give you the outcome you were hoping for....

Step 4 –your concerns will be reviewed by the General Manager. Please note, the General Manager is empowered to speak on behalf of the Company, and this is the final stage in the escalation process. The General Manager's decision is final.

It's also lovely to be able to praise our teams and give recognition to those that have made a good impression. So, if there is someone who has impressed you, please get in touch via the app or your club email address. We'd love to hear your feedback.

This policy is reviewed every two years (or earlier if there is a change in national legislation).

General Manager *Ian Fowler* Date: 23/05/2023

Welfare Officer *Sophie Foster* Date: 23/05/2023

