

ARENA SPORTS CENTRE

Complaints Policy and Procedures

At the Arena Sports Centre we aim to serve the community by providing high quality, affordable services and facilities.

We recognise that occasionally there may be concerns by customers about the services & facilities that we provide; and we hope that through the good relationship that we have our customers, any concerns will be expressed, discussed and a solution agreed. However, if a verbal compromise can not be found then the following procedure will apply:

What can you do if you have a complaint our services or facilities?

You can:

- ✓ speak to the person who has been dealing with you;
- ✓ ask to speak to the person's Line Manager or Duty Manager;
- ✓ or ask for your complaint to be referred to the Arena Sports Centre Manager.

What kind of things can you complain to us about?

Examples include where you think we or users have:

- ✓ been rude or offensive;
- ✓ failed to deliver a service or course content which meets reasonable expectations; or
- ✓ the facilities have not been to the level of satisfaction you require.

What can you do if you do not want to speak to us?

You do not have to speak to anyone if you don't want to - you can write by:

- ✓ Letter to: Arena Sports Centre, Westloats Lane, Bognor Regis, West Sussex. PO21 5JD
- ✓ or email to: info@arenasportscentre.com

On a regular basis, a sample of customers are surveyed on their responses to the services & facilities of the Arena Sports Centre.

Also, at the end of any structured course the participants and/or parents of children participating may be asked to complete questionnaires about the course etc.

How long will it take?

We will acknowledge all complaints within five working days. The relevant manager will aim to email or write to you about your complaint within a maximum 15 working days of receiving it. If, for some special reason, he or she cannot reply within that time, he or she will let you know and explain why.

What can you do if you think our decision on your complaint was not satisfactorily resolved?

If the matter or concern is not sorted out to the customers satisfaction, the customer should write to the Business Director, The Regis School, Westloats Lane, Bognor Regis, West Sussex. PO21 5JD who will review & assess the decision / response.