



Kingsley Tennis Centre

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Complaints and feedback Policy

If you are unhappy with the level of service, the facilities or a member of staff, please will you follow the following steps so that the matter can be dealt with as quickly and as helpfully to you as possible:

Service:

- Bring to the attention of a member of staff the issue, who then will assist as best they can....
- If the matter is not resolved, please bring the issue to the centre manager's attention who will then try to resolve the issue and should be able to recommend a way forward.
- If the issue is still on-going, can your concern be formalised on paper or through an e-mail so that the directors of the company can look into the matter before making a decision about how to resolve your concern/issue and then a formal written notification will be sent back to you from the directors.

Facilities:

- If you have any issues with the facilities, please can you make a member of staff aware of the problem, who will then direct the issue onto the centre manager. The matter will then be dealt with appropriately and you will be informed of the outcome.

Member/ Member of staff:

- If it is a member of the coaching team, then you should first speak to the Head Coach who will address your concerns.
- If it is a member of the club or off-court team, then you should speak to the centre manager who will then address your concerns.
- If it is the Head Coach, then you will need to formalise your concerns on paper to the centre manager who will then meet the head coach to discuss the concerns and address the issues.
- If it is the Centre Manager, then you will need to formalise your concerns on paper to the directors of the centre, who will then meet the centre manager to discuss the concerns and address the issues.
- Any formal letter or written notification will be responded to by letter from either the centre manager or the directors as is needed, stating how the issue has been dealt with and resolved

FEEDBACK:

The centre welcomes all types of feedback, positive and negative and will always endeavour to respond to all correspondence either verbal or written from it's customers/ members in a fair and honest way, taking note where it is needed and will make the appropriate recommendations to senior staff as needed. Any recommendations and comments made by our members can and maybe discussed at the relevant meetings such as when the coaches meet and or when the directors meet, in order to air thoughts and comments made by our customers.