

# Complaints Policy

## Introduction

We hope that you are pleased with the service you have received or any purchases you have made from Trafford Leisure CIC Ltd. However, if you have a complaint about a leisure centre or golf course you are best to raise it during your visit.

- Speak to a member of staff or call or email as soon as possible. They will be delighted to do everything they can to help you.
- If you still don't feel happy with the response, contact the Senior Leadership Team using the details below:

**By phone:** 0161 749 2570, if you call us we will try to sort out your complaint while you are on the phone. If this isn't possible a member of the Senior Leadership Team will agree a course of action with you.

**Via website:** [Traffordleisure.co.uk](http://Traffordleisure.co.uk), please complete the form in the contact us section of the website.

**By email:** [info@traffordleisure.co.uk](mailto:info@traffordleisure.co.uk)

## Escalating the complaint:

If after contacting us you don't feel that we have resolved your complaint to your satisfaction, please write to our head office:

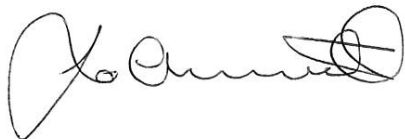
**By post:** Head of Business, Trafford Leisure, Support Office, Altrincham Golf Course, Stockport Road, Timperley, Altrincham, WA15 7LP

## Policy:

Trafford Leisure is committed to ensuring every one of our customers enjoying visiting our sites and feels they have made a valuable purchase.

Approved, on behalf of Trafford Leisure, by Jo Cherrett, Trafford Leisure Chief Executive.

Signed:



Date:

May 2019