

SportforALL

Indoor Sports Centres

Bury, Oldham, Stockport, Warrington

Complaints Procedure

The Complaints Procedure has been established to provide patrons of the Sport for All Centres with a formal procedure to address issues that arise from programmes conducted at the Sport for All Centres.

1. All complaints must be placed in writing and forwarded to the Programme Supervisor no sooner than 24 hours after the event and no later than 5 days.
2. The correspondence should outline the relevant concerns including the nature and, where possible the full names and contact details of those involved.
3. Within seven days of receiving the correspondence, the Centre Management will investigate the matter raised. This investigation can include discussing the issues with individuals named in the original correspondence along with other relevant parties.
4. Once the investigation has been finalised, a written response will be forwarded.
5. If the complainant is not satisfied with the outcome, a letter of appeal can be submitted to:

Complaints Appeals

B. H. Sports Management Ltd

PO Box 664

Stockport

SK5 7WG