SLT Complaints Procedure OPTIONS \rightarrow • Complaints against SLT staff Seek advice from SLT HR Sandwell Petitions Send to SLT Leadership Team Leisure office or designated officer for acknowledgement and Trust formal response. • Complaint regarding quality of No further action. Review Written: To be responded to by Complete investigation learning from complaint Facility/Unit/Service Manager, All customer written response to complaints that involve specific implement changes and customer, 10 working days. satisfied? share best practice. manager to be addressed to Sandwell Leisure Trust **Tipton Sports Academy** Wednesbury Oak Road Tipton, West Midlands, DY4 0BS • Email: info@slt-leisure.co.uk Feedback Ν • Tel: 0300 012 0121 www.slt-leisure.co.uk/feedback/ Initiate Business & further response. Commercial Mar Has stage 1 been fully or Finance Mgr & Acknowledge and send to resolved confirm with Initiate Company Sec Internal **Business** appropriate SLT manager, Leadership Team appropriate SLT investigation at investigation 3 working days from receipt Investigation manager. stage 2. completed at **Support** at Satge 3. Acknowledge stage 1. N request within 5 days. **Business & Business & Commercial Mgr** ls Implement or Finance Mgr & Company **Commercial Mar** recommendation customer Sec writes & or meets satisfied? where required & or Finance Mgr & with customer to advise share best practice what action, if any will be **Company Sec** taken. 10 working days. Implement Leadership Team recommendation reviews original customer where required & complaint stage 1 designated satisfied? and stage 2 share best practice response and all file notes. Response to customer within **END OF PROCESS** 10 working days.

Informal Process

Where customers wish to raise issues about the service there are opportunities for them to speak to staff (in order that the service can action any request immediately) prior to submitting comments through the formal process.