



**Concerns, Compliments and Complaints Policy**

Pleiades Leisure Ltd recognise that there are many reasons for customer concerns and that most can be resolved informally. This policy sets out the process by which Pleiades Leisure Ltd manages concerns, detailing the steps that a parent, guardian, school or club should follow and the response that they can expect from Pleiades Leisure Ltd at each stage, both informal and formal.

A copy of this policy is available to download from our website [www.PLLgroup.co.uk](http://www.PLLgroup.co.uk) and is displayed in the Pleiades Leisure Ltd office or on request from [info@pleiadesleisure.com](mailto:info@pleiadesleisure.com)

### **Policy Aims**

The aim of our Concerns, Compliments and Complaints Policy is to:

- provide our customers with a structure that they can use to feedback to us
- assure our customers that any concerns they may have are taken seriously
- respond as quickly and sensitively as possible to a concern in order to resolve any issue so that it may not develop into a serious complaint

## **Principles in responding to concerns raised by customers**

- The confidentiality of matters raised under this policy is respected at all times.
- A record of all concerns and complaints is kept on file so we are informed about the nature of complaints, the measures adopted to resolve the complaint and the time taken to resolve any issues.
- The record of complaints is reviewed monthly by the Operations Director and any issues are reported to the Managing Director.
- The route detailed below is followed for all customer concerns and complaints.
- Where a complaint is raised by an individual (or individuals) representing a wider group, this is dealt with as an individual issue in the first instance and at the discretion of the Operations Director will be widened as appropriate.
- To write to the Operations Director, Pleiades Leisure Ltd, 3 Anchor Crescent, Knaphill, Woking, GU21 2PD with all relevant details of the issue being raised including details of any previous communications sent and received. The Operations Director will acknowledge receipt of an email or letter within 72 hours and respond via email or letter once the relevant facts have been established, but not later than 7 days from acknowledgement of receipt.

## **Procedures for customers with concerns or complaints**

### **1. Informal:**

#### **First Stage**

Initially, and if appropriate, the customer should discuss their concern with the relevant coach/staff member. Most difficulties may be resolved at this stage

#### **Second Stage**

The customer should contact the customer service department via phone 01483 270160 or email [info@pleiadesleisure.com](mailto:info@pleiadesleisure.com) or write to Pleiades Leisure Ltd, 3 Anchor Crescent, Knaphill, Woking, GU21 2PD with all relevant details of the issue being raised. The customer service department will acknowledge receipt of an email or letter within 72 hours and respond via email or letter once the relevant facts have been established, but not later than 7 days from acknowledgement of receipt.

#### **Third Stage**

If a customer continues to have a concern they should email [info@pleiadesleisure.com](mailto:info@pleiadesleisure.com) or write to the Operations Director, Pleiades Leisure Ltd, 3 Anchor Crescent, Knaphill, Woking, GU21 2PD with all relevant details of the issue being raised including details of any previous communications sent and received. The Operations Director will acknowledge receipt of an email or letter within 72 hours and respond via email or letter once the relevant facts have been established, but not later than 7 days from acknowledgement of receipt.

### **2. Formal:**

Formal complaints are heard when all previous stages have been undertaken and the issue remains unresolved. Very few concerns reach this stage.

#### **Fourth & Final Stage**

The customer should write to The Directors, Pleiades Leisure Ltd, 3 Anchor Crescent, Knaphill, Woking, GU21 2PD stating their wish to make the complaint formal. They should include all relevant details including any previous communications sent or received. Any Director not previously involved in the complaints procedure will hear the complaint. They will acknowledge receipt of the complaint within 5 days and respond once the relevant facts have been established, but not later than 7 days from acknowledgement of receipt. If at any stage a concern or complaint is received involving a

Director, then the concern or complaint will be heard by another Director.

All concerns and complaints are kept on electronic file for 5 years. Written communication received is kept for 5 years.

If a customer feels that they have not received a satisfactory response and their complaint involves a child safeguarding issue then they can refer to Surrey Safeguarding Children's Board for further advice [www.surrey.gov.uk/safeguarding](http://www.surrey.gov.uk/safeguarding)

## Procedures for compliments

Customers that wish to communicate a compliment should either phone customer service on 01483 270160, email [info@pleiadesleisure.com](mailto:info@pleiadesleisure.com) or write to Customer Service, 3 Anchor Crescent, Knaphill, Woking, GU21 2PD.

Compliments will be acknowledged within 72 hours and will be kept on electronic file for 3 years.

Compliments pertaining to staff will be forwarded to the relevant member of staff.

This policy was adopted by: <a href="#">Charlie Adams</a>	Date:22nd October 2023
To be reviewed: 22nd October 2025	Signed: 