



## **ASE COMPLAINTS PROCEDURE**

### **Abingdon School Enterprises Limited (trading as Abingdon Sport and Leisure “ASE”) Complaints Procedure**

At ASE we care about all of our customers and are committed to delivering an excellent quality of service to all who visit our facilities. We would like to know when you think we have got something right, and also when you think we have got things wrong. We accept that mistakes are sometimes made and that on occasions we may fall below our desired level of service.

Our aim is to resolve any problems on the spot so please ask to speak to any member of ASE staff to discuss any issues you may have. The problem can hopefully be resolved quickly and informally without the need for any more formal process.

If it is not possible to speak to a member of staff or you are not satisfied with the initial response from our staff member, please email the Business Development and Operations Manager on **[andy.prendergast@abingdon.org.uk](mailto:andy.prendergast@abingdon.org.uk)**.

All complaints submitted by email will be replied to by the Business Development and Operations Manager. You should receive a response in writing within 7 working days.

If you remain dissatisfied with the response or decision regarding your complaint you may ask for the response / decision to be reviewed. Such a request must be in writing (letter or email) and received by ASE within 15 working days of you receiving the initial response. Please indicate why you are not satisfied with the initial response (such as non-adherence to a policy, unfair or incorrect application of rules, evidence supporting your complaint etc). Our Commercial Director will review the complaint and the decision / response given and provide a further response. You should receive a response in writing within 10 working days. This decision is final and there is no further stage of appeal.

Last Review - December 2018  
Next Review - December 2019