

## **Winchester Racquets & Fitness - Complaints Procedure**

We want you to be enjoying your time at your Club, but we know sometimes things do go wrong. So, if your concern is because of an experience you've had in club, whether it is a product or service related, the correct process to follow is below.

**Step 1** – please tell a member of the club team as soon as possible so they can investigate the detail and provide you with an outcome, however, if this isn't the answer you were hoping for

**Step 2** – your concerns will be passed to a Head of Department who'll carry out a review, if this still doesn't give you the answer you were hoping for

**Step 3** – your concerns will be passed to the Duty Manager for review, and final outcome from the club, if this doesn't give you the outcome you were hoping for

**Step 4** – your concerns will be reviewed by a General Manager, please note, the General Manager is empowered to speak on behalf of the Company, and they are the final stage in the escalation process. Their outcome is final.

It's also lovely to be able to praise our teams and give recognition to those that have made a good impression. So, if there is someone who has impressed you, please get in touch via the app or your club email address, we'd love to hear your feedback.