



COMPLAINTS POLICY

SPORTITUDE LTD

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| This policy was adopted by: Sportitude Ltd | Date: 30/9/22 |
| This policy has been reviewed by: Sportitude Ltd | Date: 30/9/24 |
| Policy review due: | Date: 29/9/25 |
| Signed by the company director | Signed: <i>F Dean</i> |





Overview:

Sportitude Ltd is a people business. We pride ourselves in being customer focused. We rarely receive any negative feedback, but when we do it is an opportunity to learn and improve, not an inconvenience. Even the most minor disgruntlement from one of our customers will be dealt with swiftly and any errors on our part will be acknowledged with honesty and sincerity.

Acknowledgement:

All complaints will be acknowledged by email within 48 hours.

This email will describe the complaint as we understand it and offer the customer a chance to add any details that they think have been missed out on our initial summary.

Email address: info@sportitude.org please reference as a complaint so the correct staff member receives it.

Investigation:

When the customer has agreed that the summary of their complaint is a fair and accurate assessment of the situation, we will have 14 days to investigate, come to a written conclusion, inform the customer of the outcome, and make an offer of recompense where appropriate. Final reporting of the complaint review must be authorised by the Operations Manager or a Director.

Consultation:

Should the customer not be satisfied with the outcome, the Operations Manager or a Director will offer to liaise with the customer in the hope of finding a suitable resolution.

Final Offer:

Upon the conclusion of this meeting, a Director will make a final decision and that decision will be communicated with the customer.

External Escalation:

Should all efforts and means of resolution be exhausted without success, the customer has further options to find external mediation:

- East Sussex County Council (or geographically appropriate equivalent)
- The venue that Sportitude were operating from when the complaint occurred
- Citizens Advice
- Small Claims Court