

# Enable Leisure & Culture Complaints Procedure

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Page 1 of 1

**This policy focuses on our customers.**

## **Step 1**

Wherever possible we will try to deal with your complaint at the service point involved.

We can usually sort out simple mistakes or misunderstandings straightaway. Don't forget that you can make your complaint in person, online, on the phone or in writing.

## **Step 2**

If you are unhappy with the way your complaint has been dealt with at Step 1, you should contact the Executive Director of the service involved. The Executive Director will look into your complaint and write to you.

## **Step 3**

If you are still unhappy you can write to the Managing Director, who will look at your complaint independently and make sure it is thoroughly investigated. Please address to:

Managing Director  
Enable Leisure & Culture  
Park Offices  
Staff Yard  
Battersea Park  
SW11 4NJ

The Managing Director will only investigate your complaint if it has already been investigated under Steps 1 and 2 of the complaints procedure. Sending a complaint directly to the Managing Director as a first point of complaint may slow down the processing of your complaint. It remains the responsibility of the complainant to consider whether to obtain their own independent/legal advice regarding their complaint.

Our commitment is to deal with all complaints in an efficient and understanding way. To do this we will:

- Take all complaints seriously
- Deal with complaints as quickly as possible
- Send a written acknowledgement to you within 5 working days if we cannot deal with your complaint immediately
- Send you a final written answer within 10 working days of receiving your complaint
- Keep you regularly informed if we cannot answer you in 10 working days
- Treat you with respect
- Make sure we treat your complaint in confidence
- Look at the pattern of complaints and try to improve areas with continuing problems.

We produce an annual complaints report in which we detail the number of complaints received and how our services performed in responding to them.