

CUSTOMER CARE

COMPLAINTS PROCEDURE

The Play Association aims to provide a good quality accessible service to parents and children. If you want to make a suggestion that will improve our clubs please speak to the Club Supervisor, or fill out one of our 'suggestions forms'. Any member of staff can give you one.

But there are times when things go wrong, and if you feel dissatisfied with our service we have a formal complaints procedure as set out below. We welcome the opportunity to learn what we are doing wrong, and where we can make improvements.

If you or your child have a complaint against a member of staff, or some aspect of the club or Association, we would like you to discuss it informally, either with the Club Supervisor or the Manager at Head Office who you can contact by phone. We hope we can resolve the matter straight away. If you are not satisfied with the response, you should follow the formal procedure below:

Stage One

You should put your complaint in writing with full details of what your concerns are, (with any dates and times as appropriate). You should send this to the Coordinator at Head Office, (address below).

We will acknowledge your complaint as soon as possible. We will then investigate the matter and give you a full reply within fourteen days, or if there is a delay, advise you of the reasons.

If you are not happy with the response you receive, you can ask the Coordinator to refer the matter to the next stage.

Stage Two

The Coordinator will refer the complaint and response to the Trustees of the Association. The Trustees will then fully investigate the matter.

The Chair of the Trustees will send a reply within four weeks explaining how the complaint was investigated and detailing the outcome.

The decision of the Trustees is final.

Correspondence Address:

**Brent Play Association
Ground Floor,
Peppermint Heights,
Northwick Rd.,
Wembley,
Middx.,
HA0 1LG**

(Tel: 020 8998 9986)