

## Dealing with Complaints

<b>Complaints</b>	<b>All complaints to the gym will be reviewed and a response given</b>
<b>Objective</b>	To record all complaints to the gym regarding noise To review activity at the time of the complaint and respond effectively within 48 hours
<b>Receive Complaints</b>	Phone 020 8255 1116 Email <a href="mailto:info@hamptonpool.co.uk">info@hamptonpool.co.uk</a>
<b>Person Responsible</b>	Name Simon Bailey Position General Manager
<b>Process</b>	Receive complaints by phone or email Record the details in the following form Record all complaints in spreadsheet or database for efficient review Review the circumstances including activity and class records Respond to complaint Act to mitigate complaint if possible Respond further if necessary Follow up & review
<b>Overview</b>	Compile all complaints and actions taken Check key issues are identified and resolved Make available in log form without identifying information Review log weekly with staff
<b>Follow Up</b>	Follow up with key complainants every few months Maintain regular review and improvement in line with industry good practice Determine action for persistent complaints Determine action for negative or abusive complaints
<b>External Review</b>	Anonymised records must be used Allow EHO to review

Complaint Form	Record each complaint individually and within constraints of GDPR
Record Number	Click or tap here to enter text.
Time	Click or tap here to enter text.
Date	Click or tap here to enter text.
Complainant Name	Click or tap here to enter text.
Phone & Email	Click or tap here to enter text.
Address	Click or tap here to enter text.
Postcode	Click or tap here to enter text.
Date of Noise	Click or tap here to enter text.
Time of Noise	Click or tap here to enter text.
What type of noise?	Click or tap here to enter text.
One or many people?	Click or tap here to enter text.
From which area?	Click or tap here to enter text.
Staff visible / heard?	Click or tap here to enter text.
Effect on resident?	Click or tap here to enter text.
Action by resident?	Click or tap here to enter text.
Other Comments	Click or tap here to enter text.
Email Attached?	<input type="checkbox"/> Click or tap here to enter text.
Photos Attached?	<input type="checkbox"/> Click or tap here to enter text.
Audio Attached?	<input type="checkbox"/> Click or tap here to enter text.
Staff Member?	Click or tap here to enter text.
ID Number	Click or tap here to enter text.
Manager seen?	<input type="checkbox"/> Click or tap here to enter text.
Response issued?	<input type="checkbox"/> Click or tap here to enter text.
Email Attached?	<input type="checkbox"/> Click or tap here to enter text.
Action Taken?	<input type="checkbox"/> Click or tap here to enter text.
Other Comments	Click or tap here to enter text.
Status of Complaint	Click or tap here to enter text.
Privacy note issues	A request is needed with a positive response to share identifying information with local authority if requested
Sent request	<input type="checkbox"/>
Received agreement	<input type="checkbox"/>