Dealing with Complaints

Complaints	All complaints to the gym will be reviewed and a response given
Objective	To record all complaints to the gym regarding noise
	To review activity at the time of the complaint and respond effectively within 48 hours
Receive Complaints	Phone 020 8255 1116
	Email <u>info@hamptonpool.co.uk</u>
Person Responsible	Name Simon Bailey
	Position General Manager
Process	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
Overview	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
Follow Up	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
External Review	Anonymised records must be used
	Allow EHO to review

hampton pool

outdoor swimming in heated water all year round

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. What type of noise? Click or tap here to enter text. What type of noise? 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. Chick or tap here to enter text. Click or tap here to enter text. Chick or tap here to enter text. Click or tap here to enter text. Staff visible / heard? Click or tap here to enter text. Other Comments Click or tap here to enter text. Other Comments Click or tap here to enter text. Maid Attached? Click or tap here to enter text. Maid Attached? Click or tap here to enter text. Manager seen? Click or tap here to enter text. Manager seen? Click or tap here	Complaint Form	Record each complaint individually and within constraints of GDPR
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