



## Complaints Procedure

**[salfordcommunityleisure.co.uk](http://salfordcommunityleisure.co.uk)**

Salford Community Leisure Limited is registered under the Industrial and Provident Societies Act 1965  
Registration number 29627 R. Charitable status reference XR71610. Vat Registration Number 825286712

Salford Community Leisure's Vision is to ensure **"Everyone is Active"**. We pride ourselves on delivering a high level of customer service. If you feel you are not satisfied with the level of service received and feel you would like to formally complain, please follow the steps below.

## Procedure for Complaints

All complaints need to be put in writing.

Please ensure that you confirm all facts and circumstances, including your contact details.



Please send your complaint to: -  
Sue Leonard

Salford Community Leisure Ltd  
Civic Centre  
Chorley Road  
Swinton  
M27 5DA

Or via email [susan.leonard@scll.co.uk](mailto:susan.leonard@scll.co.uk)

Once your complaint has been received the following steps will need to be taken.

### STEP ONE – Formal complaints / acknowledgements & response

A Salford Community Leisure Manager will acknowledge your complaint.

You should have a reply to your complaint within **TEN** working days; however, if we cannot resolve the complaint within this time, you will receive a letter within **FIVE** working days telling you how much longer it will take to investigate your complaint.



### STEP TWO – If you are still not satisfied

You can ask for your complaint to be reviewed by the Senior Management Team.

This review must be requested in writing, giving further grounds if applicable and sent to address opposite.

A response to your complaint will be issued in **TEN** working days.