

CUSTOMER COMPLAINTS AND COMMENTS PROCESS

We welcome your feedback, suggestions, or complaints about our service or facilities.

Active Lifestyle Centres is committed to ensuring each customer enjoys a positive experience. If you believe we have not achieved your expectations, please notify us so that we have the chance to correct it and improve in the future.

Likewise, if you have a suggestion or would like to share a positive experience, we welcome your feedback.

The information below will guide you through the complaint and comment process, what to expect from us, and our promise to treat any concerns you may have with the seriousness they deserve.

How to provide feedback or raise a complaint

We provide a variety of means by which this can be done:

- In person. Should you encounter any problems while at the Centre, we recommend reaching out to a staff member for assistance. We strive to resolve most issues quickly and informally to address your concerns on the spot. If this is not possible, customers can:
- Provide feedback through our complaint and comment form on our website www.activecentres.org/contact
- Use the “Something to Share” pedestals located in each of our Active Centres.
- Customers can also provide their feedback using their own mobile device by scanning the QR code on customer feedback posters in the centres.

Our commitment to you

We will:

- Treat all feedback seriously and deal with your suggestion or complaint properly.
- Your feedback is confidential so your personal details will not be shared with other members of staff without your knowledge.
- We will aim to resolve complaints immediately and informally whenever possible.
- Formal complaints will receive an initial response within **3 days** and a written outcome within **7 working days**. In some more complex cases, this may take longer, but we will always keep you informed.
- If the issue remains unresolved, you can escalate the complaint to the Area or Centre Manager in writing. Your complaint will undergo further review, and the Area or Centre Manager will respond within **7 working days**.

- If you remain dissatisfied with the outcome, you may escalate your complaint in writing to Circadian Trust's Head Office:

Circadian Trust Head Office
Thornbury Active Lifestyle Centre
Alveston Hill
Thornbury
South Gloucestershire
BS35 3BS
email: headoffice@circadiantrust.org

- The complaint will be reviewed by the Head of Service or Director responsible for the relevant service area. A final written response will be provided within **15 working days** (extendable to **35 working days** in exceptional cases). This is the final step of our complaints process, and the outcome will be final.