**SPORT4ADULTS LTD CUSTOMER COMPLAINTS CODE**

**HOW TO COMPLAIN**

**CALL US**

You can speak to our dedicated complaints team from 10.00 a.m – 4.00 p.m. Monday to Friday.

When you call us we will:

• Do everything we can to resolve your complaint on the initial call, including escalating your complaint to a manager, if needed

• If your complaint requires further investigation, it will be passed to our specialist Customer Relations team who will contact you as soon as possible

 • Once we've reviewed your complaint, we'll let you know the outcome within three working days. It can sometimes take a bit longer than this, but we'll let you know when we contact you if this is the case and keep you regularly updated throughout the process.

Alternatively you can:

**EMAIL US**

You can also send us your complaint by emailing us at simon@sport4adults.co.uk

Once your complaint has been submitted, we will:

 • Send you a confirmation email to let you know that your complaint has been received. Do everything we can to resolve your complaint on the initial email contact, including escalating your complaint to a manager, if needed

• If your complaint requires further investigation, it will be passed to our specialist Customer Relations team who will contact you as soon as possible

 • Once we've reviewed your complaint, we'll let you know the outcome within three working days. It can sometimes take a bit longer than this, but we'll let you know when we contact you if this is the case and keep you regularly updated throughout the process.