

File Directory	
File Name	Customer Complaints Procedure
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Issue Date	
Planned Review Date	July 2018

DOCUMENT CONTROL SHEET

This document updates on Sport Aberdeen Customer Complaints Procedure.

Issue	Date	Amendments	Author
1	January 2012	Updated document to include resolution process to include Scottish Publish Service Ombudsman	Stephen Quigley
2	November 2013	Updated to include changes in operational Structure	Stephen Quigley
3	July 2014	Updated to include complaints against an Individual.	Stephen Quigley
4	October 2015	Updated to include changes to structure and roles.	Stephen Quigley
5	January 2017	Updated to include structure change and address change	Val Mackie

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GLOSSARY OF TERMS

Board of Directors	The Board of Directors of Sport Aberdeen Limited
Company	Sport Aberdeen Limited, a company limited by guarantee. Charity Number SC 040973 and Company Number SC350981

1. INTRODUCTION

At Sport Aberdeen we are committed to providing all our customers with the highest standards in service provision and quality facilities.

All Sport Aberdeen employees will endeavor to provide everyone with a first class service in a polite and efficient way, should you feel our customer service has not been to your standards we greatly appreciate your feedback. Whilst we aim to resolve all customer complaints immediately this procedure has been created to develop a clear and transparent framework for customers to feedback on the services we provide.

Sport Aberdeen regards all customer feedback as a useful guide to our performance. Your input can help us develop areas for improvement within our facilities or procedures. The more we know about your experience of our services, the better informed we are to bring about improvements.

We aim to address all customer issues and feedback within a timely manner and aim to resolve all customer complaints within 20 days where possible.

2. COMPLAINTS PROCEDURE

2.1 Types of complaints

Formal complaints generally fall into 1 of 6 categories:

- Failure to provide a service at a level or standard expected from Sport Aberdeen
- Unhelpful attitude by an employee;
- Neglect or delay in answering a query or responding to a request;
- Failure by a member of staff to follow Sport Aberdeen's agreed policies or procedures
- Malice, bias or discrimination on the part of a member of staff;
- Complaint about a decision

2.2 Customer Complaint Contact Details

All customer feedback should be directed via email to Information@sportaberdeen.co.uk or via post to:

Quality & Safety Manager
Sport Aberdeen
Broadfold House
Broadfold Road
Aberdeen
AB23 8EE

2.3 Complaints Process

Once a complaint is received it will be acknowledged by the Quality & Safety Manager or another appropriate Manager and the customer will be contacted via telephone, email or post. Depending on the severity of the complaint site management will be instructed to respond to the issues raised by the customer and ensure any issues are resolved as quickly as possible.

In the event of a complaint regarding an individual The Managing Director will review the complaint and determine if the complaint warrants further investigation, if so an investigating officer will be appointed and an investigation will be instigated through Sport Aberdeen managing performance & disciplinary procedures.

Sport Aberdeen aim to resolve all complaints within 20 days of being received when possible. This may be extended should an investigation into the complaint be required, in this instance the customer shall be contacted and informed of the investigation process and that a full response will be issued once all the facts have been investigated.

If a suitable resolution cannot be reached between Sport Aberdeen and the customer we will pass the complaint on the The Scottish Public Service Ombudsman to investigate.

Contact details SPSP, Freepost, EH3 0BR, Tel: 0800 377 7330 or via email ask@spsso.org.uk

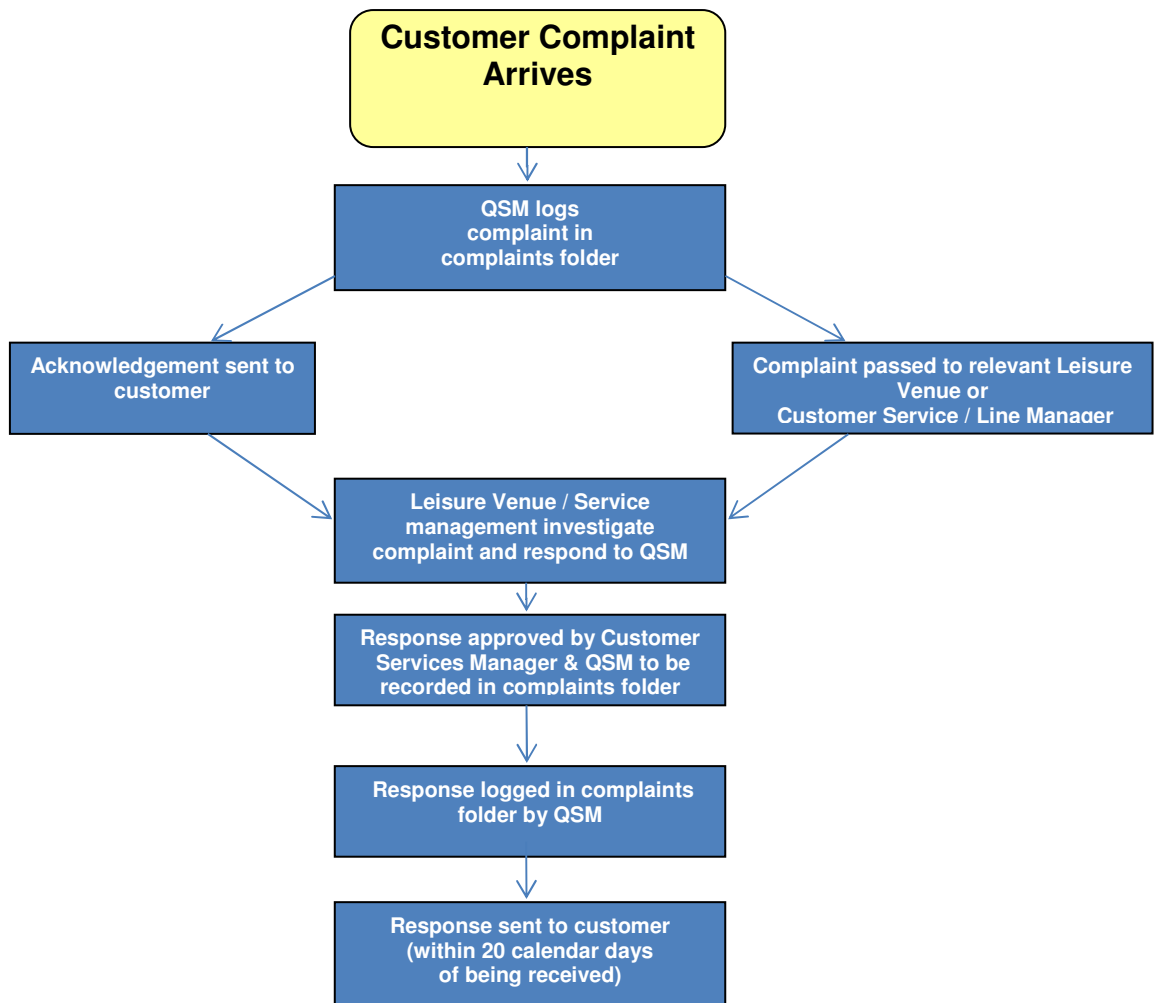
3. COMPLAINTS REGARDING SPORT ABERDEEN SENIOR MANGEMENT TEAM

Senior Management Team	
Alistair Robertson	Managing Director
Jill Franks	Business Development Director
Keith Gerrard	Operations Director
Donald Mackie	Finance Manager
Nicki Scorgie	HR & Organisational Development Manager

3.1 Any customer complaints regarding members of Sport Aberdeen Senior Management Team should be directed by post marked "Private and Confidential" to

The Chairman of the Board
Sport Aberdeen
Broadfold House
Broadfold Road
Aberdeen
AB23 8EE

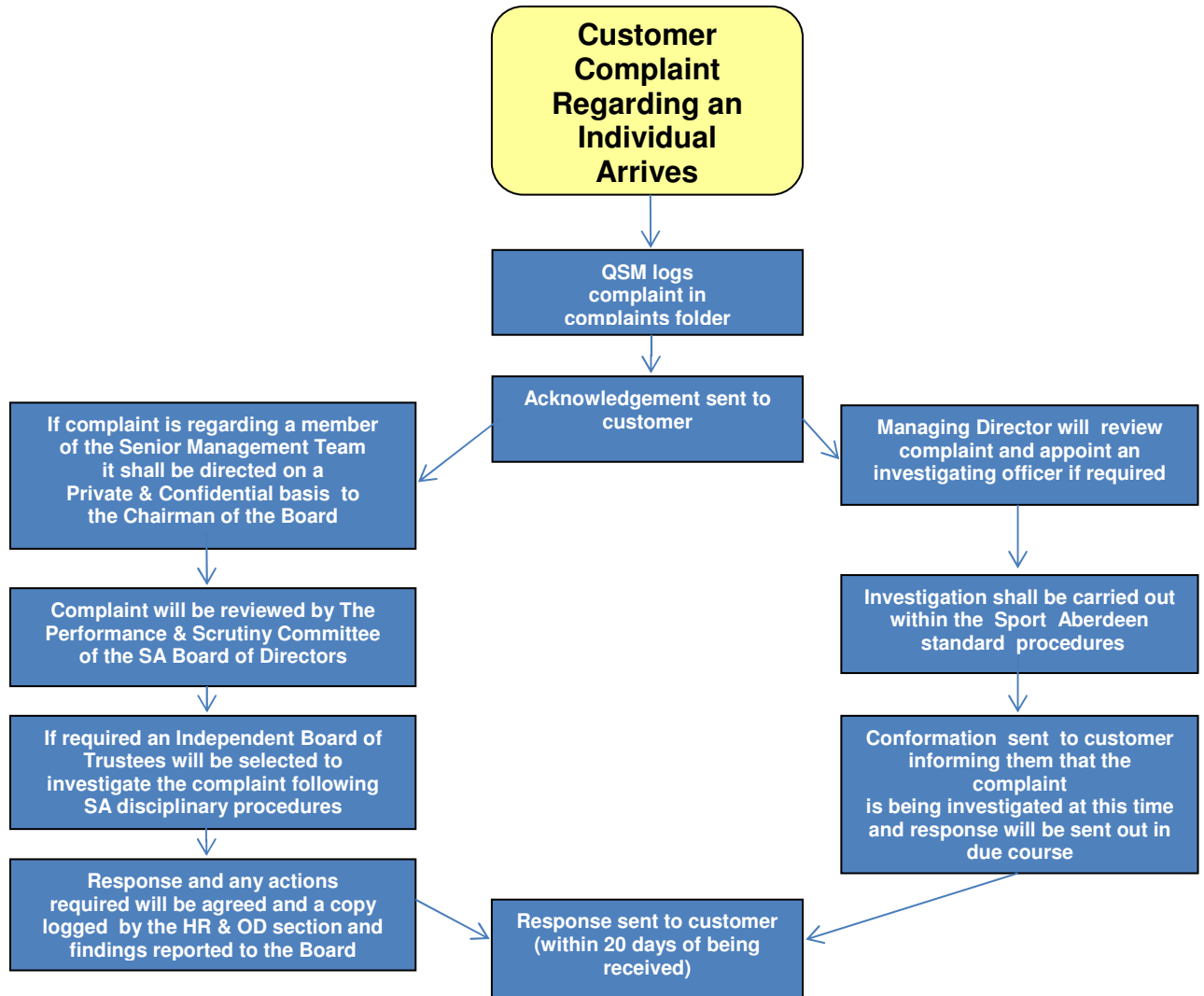
Any complaint regarding a member of the Sport Aberdeen Senior Management Team will be reviewed by The Chairman of the Board and addressed by the Performance & Scrutiny Committee. If the complaint warrants further investigation an independent Board of Trustees will be selected to investigate the complaint within the guidance of Sport Aberdeen Managing Performance & Disciplinary Procedures.



In the event of a complaint requiring further investigation a letter shall be sent to the customer explaining the investigation process and that Sport Aberdeen will respond to the complaint once all the facts have been investigated.

Or

If a customer is unhappy with Sport Aberdeen's response to their issues and a resolution cannot be reached we will pass their complaint on to the Scottish Public Service Ombudsman.



Complaints regarding the Managing Director or Senior Management Team should be sent marked Private & Confidential to
 The Chairman of the Board
 Sport Aberdeen , Broadfold House, Broadfold Road,
 Aberdeen, AB23 8EE