

The Access to Sports Project - Complaint Procedure

Who can complain?

Anyone wishing to, or receiving a service from the Access to Sports Project.

What can I complain about?

Not being treated fairly or properly or if we have not done what we promised, with the right time, and to the right standard

What we can't help with

Any service where there is an internal or external appeal procedure, or legal redress. (e.g. parking penalty charges, benefits or medical assessments)

How to Complain

Stage 1

It is best to discuss the problem with the staff concerned or their manager. This should be the fastest and most effective way to resolve your problem.

Stage 2

Make a formal complaint, preferably in writing. You can email: info@accesstosports.org.uk or hand a complaint in at Sobell Leisure Centre Hornsey Road N7 7NY (please address to The Access to Sports Project). You may also complain by telephone.

Stage 3

If you are not satisfied with the written response to your complaint at stage 2, you may appeal to the Access to Sports Project Chief Executive, who will instigate a review. You must appeal in writing to the Chief Executive, The Access to Sports Project, Sobell Leisure Centre, Hornsey Road, N7 7NY within 10 working days of the stage 2 reply.

Our targets at stage 2 & 3

To acknowledge your complaint within two working days, and reply within twenty working days.

We will advise you if we cannot complete the investigation within this time and explain why.

What next?

The Access to Sports Project has a management committee, which oversees the management and strategic direction of the Project, who may consider your case if you are not happy with the outcome of the Chief Executive's review.

Contact

info@accesstosport.org.uk

The Access to Sports Project
Sobell Leisure Centre,
Hornsey Road,
London N7 7NY

The Access to Sports Management Committee
Sobell Leisure Centre,
Hornsey Road,
London N7 7NY