

THE COMPLAINTS PROCESS



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LISTENING
LEARNING
REACTING

Help us to
improve
our future
services by
telling us:

YOUR
COMMENTS
COMPLIMENTS
COMPLAINTS

THE COMPLAINTS PROCESS

Haringey Sports Development Trust is committed to fair play and access in sport in London. The Trust believes sport has a fundamental part to play in the personal development of young people.

COMMENTS/COMPLIMENTS

If you have any comments or compliments you can contact us in a number of ways:

- Contact the organiser of the activity you are attending.
- By telephoning the Haringey Sports Development office on 020-8365 7470.
- By filling in the attached form and posting it to the Haringey Sports Development address overleaf.

COMPLAINTS

If you have a complaint regarding services you have used, or services not provided please:

- Contact the local organiser.
- If you are not satisfied, contact Haringey Sports Development - Senior Development Officer at the address overleaf.
- If you are still not satisfied, contact the Haringey Sports Development Trustees at the address overleaf.

COMPLAINTS PROCEDURE

COMMENTS, COMPLIMENTS, COMPLAINTS

Name: _____

Address: _____

Daytime telephone number: _____

Activity venue: _____ Sport: _____

Local organiser: _____

Please give a brief summary of your comment/compliment/complaint:
