

Haringey ports Development Trust

LISTENING LEARNING REACTING

THE COMPLAINTS PROCESS

WRITTEN COMPLAINT Local borough or club organiser Copy forwarded to Partnership Manager Local decisions made - reply in writing Happy with response & solution offered Unsatisfied with response Partnership Managers deal with response Happy with response & solution offered Unsatisfied with response Chair of Trust Final response from the Trust

Help us to improve our future services by telling us:

YOUR

COMMENTS
COMPLIMENTS
COMPLAINTS

New River Sports Centre White Hart Lane London N22 5QW

- t. 020-8365 7470
- f. 020-8881 8944
- e. mail@haringeysportsdevelopment.co.uk
- w. haringeysportsdevelopment.co.uk

Haringey Forts Development Trust





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:Spo	rt:
Local organiser:	
Please give a brief summary of your comment/compliment/complaint:	