

# Customer Comments Procedure



Harlow Leisurezone aims to provide all its customers with a high standard of service. Our Customer Service Team will endeavour to respond to any enquiry or complaint in a timely and professional manner.

## Verbal Comments

Verbal comments should be made at Reception where a member of the Customer Services team will deal with and attend to your issue.

If the Customer Services Team are unable to resolve your issue they will forward your comments to the Customer Services Manager at the earliest opportunity.

Where a reply has been requested, the Customer Services Manager will either reply in writing or over the phone, within 10 days. If the matter needs looking into in more detail, the Customer Services Manager will send an acknowledgement within 10 days and respond within 25 days.

## Written Comments

**Email comments** should be sent to:  
[info@harlowleisurezone.co.uk](mailto:info@harlowleisurezone.co.uk)

**Comment Forms** are available in the following locations:

- New Member Enquiries area
- Gym Turnstiles

Completed forms should be placed in the designated box.

Your comment will be forwarded to our Customer Services Manager who will look into the matter on your behalf.

Where a reply has been requested, the Customer Services Manager will reply within 10 days. If the matter needs looking into in more detail, the Customer Services Manager will send an acknowledgement within 10 days and respond within 25 days.