

# NEW CUSTOMER COMMENTS PROCEDURE

The purpose of our customer comments system is to provide you, as a customer, with an opportunity to share feedback in relation to the services you have specifically paid for, and any personal problems you may have directly encountered when using the services you have purchased.

## Verbal Comments

If your comment meets the above criteria your comments can be made to Reception

If the Customer Services Team are unable to resolve your issue they will forward your comments to the Customer Services Management Team at the earliest opportunity for them to review and consider

Verbal comments will be dealt with internally. If you would like a reply you will need to follow our written comments procedure on a Comment Card or via:  
**info@harlowleisurezone.co.uk**

## Written Comments

If your comment meets the above criteria Comment Cards are at:

- Sports Arena Foyer
- Gym Reception Desk

Completed cards should be placed in the Comment boxes in the above areas.

Your comment will be forwarded to our Customer Services Management Team who will look into your enquiry on your behalf

Where a reply has been requested the Customer Services Management Team will reply within 14 days of receipt of the comment

If the matter needs further investigation, the Customer Services Team will send an acknowledgement within 14 days and the full response will follow

Email comments meeting the criteria should be:  
**info@harlowleisurezone.co.uk**

NB. General service improvement comments on the services provided will be considered but will not be responded to.

New procedure effective from 10th October 2022