



COMMENDATIONS, COMMENTS & COMPLAINTS PROCEDURE



How to tell Tees Active Ltd (TAL) what you think about the service we provide.

TAL aims to offer the best possible service to our customers and partners.

This means listening to your comments and answering any concerns as quickly as possible.

We are constantly seeking to improve our standards and feedback from your visits to any of our leisure centres is always welcome.

There is a range of ways that you can make your views known.

When giving feedback on our service it is helpful if you can include as much relevant detail as possible and particularly it will help if you can tell us:

Who to contact

It is always beneficial if you can contact a member of staff in the first instance. We can then deal with your comments quickly and efficiently during your visit. If, however, you do not wish to do this or do not feel comfortable doing this and it is more convenient for you, you can choose any of the following ways to contact us:

By Customer Talkback Forms

We have Customer Talkback Forms available at our Information Point situated in Reception. Once you have completed your Customer Talkback Form, it can be posted in the letterbox on the Information Point or handed to a member of staff.

By writing to us

Tees Active Customer Services,
Redheugh House,
Thornaby Place,
Thornaby,
Stockton-on-Tees
TS17 6SG

By phone

01642 528539

By email

enquiries@teesactive.co.uk

- **What your comment is about.**
- **The circumstances leading to it.**
- **Who you have dealt with so far.**
- **Any relevant dates.**
- **How the issues have affected you.**
- **What you would like us to do.**



All comments, complaints or commendations will then be passed to the most appropriate person who can effectively deal with them. Remember to include your contact details so that we can reply should you require.

What happens to your comment?

If your comment is provided on a Customer Talkback form, letter, fax, verbally or via email, that comment is then recorded on our Talkback Monitoring Form.

You will then be sent an acknowledgment within 4 working days confirming receipt and that it is being dealt with. This letter informs you of the timescales in which you should receive a full reply.

We have set ourselves a maximum of 10 days to respond and issue a detailed reply. The reply will be predominantly by telephone, letter or by email.

Emailed comments, commendations or complaints will receive an acknowledgement email by the next working day and again it will identify further action being taken.

We will always do our best to help you but we cannot always satisfy everyone's wishes. In this situation you should receive an explanation of our decisions.

Should you be dissatisfied with the outcome of your complaint then you will have the opportunity to have the decision reviewed by the appropriate senior manager. To do this you will need to state fully the reasons for your dissatisfaction and send this to:

**Tees Active Customer Services
Redheugh House, Thornaby Place,
Thornaby, Stockton-on-Tees,
TS17 6SG.**

Your concerns will then be considered and a response will be sent to you advising of the outcome within 20 days of receipt of your letter.

Tees ACTIVE **CUSTOMER TALK BACK**

We value your comments as much as your custom

If you require a pen, please ask at Reception

Comments

Date of visit

Time of visit

Please tick box for reply (complete details overleaf)

Please tick box if you would like to be added to our mailing list

(continued)

Postcode

Phone

Email

www.teesactive.co.uk

All replies will be acknowledged within four working days

These facilities are owned and operated by Stockton-on-Tees Borough Council and are managed by Tees Active Limited



CONTACT INFORMATION

Head Office

Tees Active
Redheugh House,
Thornaby Place,
Thornaby,
Stockton-on-Tees
TS17 6SG

01642 528539
enquiries@teesactive.co.uk

Billingham Forum

Billingham Forum
Town Centre
The Causeway
Billingham
Stockton-on-Tees
TS23 2LJ

01642 551381
billinghamforum@teesactive.co.uk

IB Leisure

IB Leisure
Blair Ave,
Ingleby Barwick,
Thornaby,
Stockton-on-Tees
TS17 5BL

01642 132020
ibleisure@teesactive.co.uk

Stockton Splash

Stockton Splash
Church Road
Stockton,
Stockton-on-Tees
TS18 1TY

01642 660610
splash@teesactive.co.uk

Thornaby Pavilion

Thornaby Pavilion
Wrightson House,
Thornaby,
Stockton-on-Tees
TS17 9EW

01642 760971
thornabypavillion@teesactive.co.uk

Thornaby Pool

Thornaby Pool
Thornaby Road
Thornaby
Stockton-on-Tees
TS17 8AA

01642 616727
thornabypool@teesactive.co.uk

Tees Barrage

Tees Barrage International
White Water Centre
Tees Barrage Way
Stockton-on-Tees
TS18 2QW

01642 678000
enquiries@tbiwwc.com

