

# Your Feedback Matters

## Customer Comments, Suggestions & Complaints Procedure

### Stage 1 Informal

- **Speak to a member of staff.**
- In the first instance, please raise your issue with a member of staff on site.
- It may be something that we can answer or resolved then and there.

### Stage 2 Formal

- **Send us your comments in writing.**
- If you aren't satisfied with your initial response, or the complaint is of a sensitive nature, please contact us by email: [info@enjoyleisure.com](mailto:info@enjoyleisure.com)
- We try to acknowledge receipt of comments, suggestions and complaints within **3 days**; and have a fuller reply to you within **3 weeks**.

### Stage 3 Appeal

- **Request a review**
- You can request a formal review of your response by the Senior Management Team within 30 days of your written response.
- Appeals must be requested in writing, giving further grounds if possible.
- The Senior Management Team will acknowledge your appeal within **3 days** of receipt. Our aim is to have a reply to you within a further **3 weeks**.

### Contact Details

- **enjoyleisure** Head Office,  
Musselburgh Sports Centre, Newbigging, Musselburgh, EH21 7AS
- Email : [info@enjoyleisure.com](mailto:info@enjoyleisure.com)

[enjoyleisure.com](http://enjoyleisure.com)

0131 653 5200 | [info@enjoyleisure.com](mailto:info@enjoyleisure.com) |  

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