

Complaints Procedure

What to do first

Stage One

Often, the staff who provide the service you are using will be able to resolve your complaint. You may speak to them in person or by phone.

At this stage, the service will record your comments and what action they agreed with you to put things right.

If you prefer, you may write to the service, by letter or by e-mail.

If you write to them, your complaint will be recorded as a formal complaint.

Our formal complaints procedure

What to do next

Stage Two

If you prefer not to complain to the service direct, or you are not happy with the response to your visit or phone call, you may want to use our formal complaints procedure.

You can:

- fill in one of our complaints forms and return it to the complaints officer at the address below;
- fill in our complaints form on-line;
- write to us at the address below;
- phone the complaints officer and ask them to write down your complaint as a formal complaint.

Address: Wigan Leisure and Culture Trust
Robin Park Headquarters
The Indoor Sports Centre
Loire Drive
Robin Park
Wigan
WN5 0UL

Telephone: 01942 828508

Email: leisureenquiries@wlct.org

Online: www.wlct.org/feedback

What we will do

When we have received your complaint, a senior manager, usually the manager of the service, will investigate it.

- We will send you a letter by post, or by e-mail if you prefer, within ten working days. We will respond in full to your complaint. Sometimes, things may take a little longer, and if this is the case we will explain the reasons for this and respond within a further fifteen days.
- The letter will include the name and telephone number of the person who is dealing with your complaint.

If we are unable to resolve your problem

Stage three

- If you still unhappy with the results of our investigation, you can take your complaint further. You can do this by contacting Wigan Council, Customer Services Unit, Leigh Town Hall, Leigh, WN7 1ZZ. Phone: 01942 404402.
- If you are a resident of the borough of Wigan, you can also contact your local councillor at any stage.
- Alternatively, you can contact the Local Government Ombudsman:

Local Government Ombudsmen
Po Box 4771
Coventry
CV4 0EH
Telephone: 0845 6021983

The Ombudsman will expect you to have given the council a chance to sort things out locally before getting involved.