



Sandford Parks Lido Complaints Procedure

1. Our Complaints Procedure

Great customer service is at the heart of everything we do, but we understand we may not always get it right. If you are ever unhappy about any aspect of your visit to Sandford Parks Lido, we would like to hear from you.

If you have any issues, please contact, in the first instance, the reception team. If they can't help, they will be able to put you in touch with the Duty Manager on duty.

If you would prefer to write a complaint then you will need to send it to, reception@sandfordparkslido.org.uk and address it for the attention of the **Duty Manager**.

2. Unsatisfied With The Outcome

If after contacting the onsite manager you are unhappy with the outcome, you can contact us by email at admin@sandfordparkslido.org.uk and address the email for the attention of the **General Manager**.

Please give us as much information about the complaint as possible (including details of any communication with the Duty Manager) and let us know the best way for us to contact you.

3. What We'll Do About Your Complaint

If we are unable to resolve the complaint immediately, we'll send you a written acknowledgement of receipt of the complaint within 7 business days.

If we require more information, we will get in touch with you via email. Our complaint resolution target is within 28 working days of us receiving your complaint.

4. Our Commitment to You

We are fully committed to providing a great service and this absolutely includes when you're making a complaint. We are committed to treating you fairly and transparently, and to dealing with your concerns as quickly as we can.