

## SOUTHERN LOCAL AUTHORITIES SWIMMING POOL BOARD

### COMPLAINTS PROCEDURE

This leaflet explains our complaints procedure.

The Southern Swimming Pool aims to provide all its customers with a high standard of service, and we will endeavour to respond to any enquiry or complaint with efficiency, courtesy and fairness. The feedback we receive from you will allow us to monitor our standard of service, learn from you what may have gone wrong and use the information to improve future services.

A complaint arises when we fail to meet one of our standards, or someone is dissatisfied with something we have done or failed to do.

To ensure a quick and equitable response to any complaints, the following procedures are in place-

1. You can register a complaint in person, by telephone or in writing. In the first instance, please complain directly to the person you have been dealing with. We want complaints to be dealt with as quickly as possible, and most can be resolved immediately.
2. If you wish to speak to someone else, or you are still dissatisfied, please direct your complaint to the Pool Manager who will acknowledge as soon as practical. He will then investigate it and report back to you in writing within 10 working days. If a detailed reply is not possible within that period, you will be contacted with an explanation and told when a full response will be given. It is expected that most remaining issues will be settled by this stage.
3. If you remain unsatisfied, the complaint will be passed to the Administrator.
4. If you are still dissatisfied with the response and action taken so far, the complaint must be referred to the Board Chairman. A written acknowledgement will be sent to you within 3 working days and the complaint will be dealt with urgently.
5. The Chairman's decision is final and the complaint procedure at Southern Pool is exhausted.
6. The Chairman's letter to you will include details of the Tynwald Commissioner for Administration to whom you can refer if you are not satisfied with the final outcome and wish to take the matter further.
7. **We will use the information you provide in accordance with the Data Protection Act 2018 for the purposes of dealing with your complaint. In order to deal with the matter effectively, the information may be shared between different individuals within the Pool and, if necessary, with relevant third parties. In such instances the Board will ensure that your personal data is processed in accordance with the Act and our Privacy Notice which can be viewed at:**  
<http://www.southernswimmingpool.im/>