

At Inspiring healthy lifestyles we want to make every contact you have with us a positive experience which exceeds your expectations.

However, we know that sometimes things do go wrong and if this does happen we would like the opportunity to put things right. Therefore if you feel we have broken our promises or feel we have done something wrong, we take this very seriously and want you to let us know.

We promise to listen to your complaint and treat them as an opportunity to improve.

How to tell us...

The simplest and quickest way to make a complaint is to simply tell us what you feel we have done wrong in one of the following ways:

♥ Contact the service or site you have been dealing with directly. In most cases they are the best equipped to deal with your complaint therefore resolving it quickly and informally

♥ Contact the Customer Contact Team on:

♥ Website: www.inspiringhealthylifestyles.org

♥ Email: tellus@inspiringhealthylifestyles.org

♥ Telephone: 01942 828508

♥ Twitter: www.twitter.com/ihlwigan or @ihlwigan

♥ Facebook: www.facebook.com/ihlwigan

♥ In writing/ feedback form:

Inspiring healthy lifestyles Headquarters, The Indoor Sports Centre, Loire Drive, Robin Park, Wigan. WN5 0UL

Our Response

We will investigate and respond in full to your complaint within 10 working days. Sometimes, things can take a little longer and if this is the case we will keep you informed of progress and when you can expect a response.

We will respond via the same method you contacted us unless you tell us otherwise.

Not Happy with Our Response

If you are not happy with the outcome of your complaint or the way we deal with your complaint, we want you to tell us.

You should this by writing to our Managing Director at:

Inspiring healthy lifestyles Headquarters, The Indoor Sports Centre, Loire Drive, Robin Park, Wigan. WN5 0UL.

Alternatively you can contact the Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH. Telephone 0845 6021983 or visit www.lgo.org.uk

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