

We are committed to providing a service which meets your expectations every time you visit. Occasionally, you may want to tell us that we have not done this, and so that we have the opportunity to put things right we have a procedure in place to deal with this.

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.

Complaints received through social media will be given the same importance as those received through all other channels.

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 telephone call, you may want to use our formal complaints procedure.

You can:

- Fill in one of our feedback forms and return it to the Customer Contact Team at the address below;
- Fill in our feedback form on-line at www.wlct.org;
- Write to us at the address below;
- Telephone the Customer Contact Team and ask them to record your complaint as a formal complaint.

Address: WLCT HQ, Haigh Country Park Stables Complex, School Lane, Haigh, Wigan, WN2 1PE

Telephone: 01942 828508

Email: leisureenquiries@wlct.org

Online: www.wlct.org

What we will do

When we have received your complaint, a senior manager, usually the manager of the service, will investigate and if needed liaise with the Executive Director for that service to address the issues you raise.

We will contact you within ten working days to respond to your complaint through your preferred communication channel.

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.

We will provide you with details of the person / team who is dealing with your complaint and their contact details.

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, PO Box 100, Wigan, WN1 3DS. Phone: 01942 827607

You can contact your local councillor at any stage.

Alternatively, you can contact the Local Government Ombudsman at; Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH
Telephone: 0300 061 0614 or visit www.lgo.org.uk

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

Unreasonably Persistent/Unfounded Complaints

In a minority of cases complaints may be considered to be unreasonably persistent or unfounded. This may be where there have been repeat complaints about different matters, or where there is further pursuit of a complaint even if the complaint has been fully and properly implemented. In these cases complainants will be referred to the Executive Director for the service of which the issues are directed.