

CUSTOMER COMPLAINTS PROCEDURE

Elevate Sports Coaching (Elev8) aims to deliver a high-quality sports and educational programme as defined within the framework of our company profile. Any failure on our part to achieve this could be reason for complaint.

Complain to Elev8 if you consider:

- We have failed to do something we should have done
- We have done something badly
- We have treated you unfairly or discourteously

Sometimes situations arise which need addressing. This may be because of lack of resources or for other reasons. If, however, something cannot be done you deserve an explanation. Suggestions for improvements are also welcome.

How to complain:

1. You should make your complaint to the Head Coach in the first instance, and she/he will attempt to resolve it.
2. If you are not happy with her/his response, or if your complaint is about the Head Coach, write to the Director of Coaching who will raise your complaint and act on it immediately.

We will aim to respond to your complaint within 28 days detailing what action is being taken or an explanation.

Company Address:

Elevate Sports Coaching LTD

65 Highfield Road

Chelmsford

Essex

CM1 2NG

T: 07582379139/ 07811042164

E: jacob@elev8sports.co.uk