

Totally Tennis Complaints Policy

Totally Tennis aims to provide an open, accountable and efficient service to all our customers.

Whilst every effort is taken sometimes mistakes are made.

A complaint process has been set up for people who feel dissatisfied about the service or treatment they receive.

You have a right to complain and to have it investigated. We aim to learn from any mistakes and the complaints procedure is seen as very important in this continuous programme of improvement.

How to complain

The first step is to raise your complaint with the employee responsible for the service that you are complaining about. If the matter is not resolved by them, a manager will become involved and work with you to try and conclude matters.

If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure. Details of how to do this are set out below.

You can make your complaint in person, over the phone or via email.

To deal with your complaint appropriately we need to know:

Your name, address and contact details

What you are complaining about

The names of the people involved where applicable

Your ideas on how you wish to see the issue resolved

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal complaint is made you will receive an acknowledgment in writing within 2 working days of the receipt of your complaint.

We will respond to your complaint with a full explanation within 28 days.

If you are not happy to have the complaint investigated by Totally Tennis you should contact the LTA, details below.

LTA

Lawn Tennis Association

National Tennis Centre

100 Priory Lane

Roehampton

London

SW15 5JQ

020 8487 7000