



## **Totally Tennis Feedback Policy**

### Objective

Totally Tennis aims to give an excellent service and in order to maintain and improve this service it welcomes all types of feedback from its service users and supporters.

Totally Tennis aims to respond to all feedback at the earliest possible stage and operate a process that is fair, open and easy to access.

The aim of this policy is for our supporters and users to be able to give feedback easily.

Feedback will be categorised into complaints, comments, suggestions and compliments.

Complaints should be defined by the user if possible but are generally where a user or supporter has been dissatisfied by something we have done or said and action is required.

Comments can be positive or negative and are things people say that they do not necessarily want us to formally respond to but to note and take action on if possible.

Suggestions are where people would like us to listen and respond appropriately or, if we can't, tell them why not. Sometimes people will not want a response.

Compliments are when a person has been pleased or happy with our service or actions and tells us this. Compliments should be noted and passed on to the appropriate team or staff.

All compliments, comments and suggestions and compliments are recorded.

All customers & staff can access to feedback on a 1 – 1 basis.

Totally Tennis also has an annual customer survey the results of which are submitted to B&DBC.