

# NEW CUSTOMER COMMENTS PROCEDURE

Harlow Leisurezone aims to provide all its customers with a high standard of service. Our Customer Service Team will endeavour to respond to any query or complaint in a timely and professional manner.

## Verbal Comments

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Verbal comments can be made at Reception where a member of the Customer Service Team will deal with and attend to your enquiry.



If the Customer Services Team are unable to resolve your enquiry they will forward your comments to the Customer Services Management Team at the earliest opportunity for the team to review and consider.



Verbal comments will be dealt with internally, however, if a reply is required, you will need to follow our written comments procedure on a Comment Card or via **[info@harlowleisurezone.co.uk](mailto:info@harlowleisurezone.co.uk)**

## Written Comments

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Comment Cards are available in the following locations:

- Foyer next to the Sports Arena entrance
- Reception Desk in the Gym

Completed cards should be placed in the comment boxes in the above areas.

Email comments should be sent to:  
**[info@harlowleisurezone.co.uk](mailto:info@harlowleisurezone.co.uk)**



Your comment will be forwarded to our Customer Services Management Team who will look into your enquiry on your behalf.



Where a reply has been requested the Customer Services Management Team will reply within 10 working days of receipt of the comment.

If the matter needs further investigation, the Customer Services Management Team will send an acknowledgement within 10 working days and respond fully within 25 days.