

# Feedback Policy

To help us improve the facility and the activities that run within it, Be Active welcomes feedback from all its users. We are always looking at ways to improve the programme of activity to ensure all ages and abilities are catered for, including coaching, competitive (internal and external) and social opportunities.

Be Active 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. The formal process for complaints is dealt with in a separate policy.

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.

There are currently the following opportunities available to members to offer feedback:

- Via Centre Staff and Coaches
- Anonymous member surveys
- Suggestions at Burgess Park Tennis Centre
- You are able to pass on your feedback via the dedicated Contact page on the website <http://www.beactivesocialenterprise.com/contact/> or by email to [beactivesocialenterprise@gmail.com](mailto:beactivesocialenterprise@gmail.com)

Writing addressed to Be Active at the following address

Be Active Social Enterprise CIC, Burgess Park Tennis Centre, 44 Addington Square,  
London, SE5 7LA