



University of
St Andrews

Saints Sport customer feedback

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1.1	Updated version	Active	Assistant Director (Commercial Operations)	06/11/2019
2.0	Approved	Active	Saints Sport Management	07/11/2019

1. Introduction

We are committed to providing a high-quality service to all users of our services, and we continuously seek to improve the services that we provide. Therefore, if something does go wrong or you have reason to be dissatisfied with what we are providing, please tell us. Equally, if we are doing things well please let us know so we can continue to meet the expectations of our customers. You should feel free to raise matters of concern without risk of disadvantage.

2. Who can provide feedback?

Anyone who receives, requests or is directly affected by the services of the University Sports Centre can make a complaint or provide feedback to us. We encourage anyone with feedback to approach us directly.

3. How do I provide feedback?

It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the service concerned. Please talk to a member of staff within the Sports Centre so we can try to resolve any problems on the spot.

Feedback can be provided:

- in person
- in writing through our feedback forms found at reception and in the gym
- via our Feedback Form on the Saints Sport website:
<https://www.st-andrews.ac.uk/sport/aboutus/feedback/>
- directly to the Director of Sport: dirsport@st-andrews.ac.uk

If you would like to receive a response from your feedback, please provide us with the following information:

- your full name and email address;
- as much as you can about the complaint/feedback;
- a clear statement of how you would like us to resolve the matter.

4. What will happen if I provide feedback?

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot explanation or apology if something has clearly gone wrong and immediate action to try to resolve the problem.

We will give you our decision within five working days, unless there are exceptional circumstances.

If you are not satisfied with the response we have given you at this stage, you could raise the issue through the University's main complaints procedure: <https://www.st-andrews.ac.uk/terms/complaints/>

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