

**The Holbrook Club – Feedback and Complaints Procedure**

The Holbrook Club aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right then please let us know via one of the options below.

**We also welcome positive feedback and suggestions from our members and other customers, and you can share these via the feedback box located at reception or on our boards in the gym. If for any reason you are not satisfied with your dealings with the organisation** **please tell us, you can:**

Speak to the relevant staff. If you are unhappy with an individual at The Holbrook Club then please let them know at the time if you feel it’s appropriate. If you feel this is difficult or inappropriate, then please speak to one of the staff listed below or the Duty Manager.

Acting General Manager – Mandy Martin  
Kai Coad – Fitness Manager

Often, we will be able to give you a response straight away, when the matter is more complex we will give you at least an initial response within five working days (Mon - Fri).

**Making a written complaint**

If you are not satisfied with our response or wish to raise a matter more formally, please write to the Chairman/ Vice Chairman. If your complaint is about the Chairman or Vice Chairman, then please speak to the General Manager.

Committee Chairman – Michael McGilligan - [Mike.McGilligan@theholbrookclub.co.uk](mailto:Mike.McGilligan@theholbrookclub.co.uk)

Committee Vice Chairman – Shane Bussi - [Shane.Bussi@theholbrookclub.co.uk](mailto:Shane.Bussi@theholbrookclub.co.uk)

Acting General Manager – Mandy Martin

General Manager email: [office@theholbrookclub.co.uk](mailto:office@theholbrookclub.co.uk)

The Holbrook Club

North Heath Lane

Horsham

RH12 5PJ

All written complaints will be logged. You will receive a written acknowledgement within five working days (Mon - Fri).

The aim is to investigate your complaint properly and give you a reply within fourteen working days (Mon - Fri) setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

July 2022