



Customer Complaint Procedure

sportessex.com

Customer Complaints Procedure

In event of a customer wishing to make a formal complaint, sportessex have developed a 'customer complaints form'. sportessex would prefer that all complaints were formalised and documented in writing by the customer.

Customers will be able to access the complaint form via the website under 'publications' or by requesting a copy by phone, e-mail or post. The contact of which are documented below:

Customer Complaint
Sportessex
c/o ExDRA
Aquila House
Waterloo Lane
Chelmsford
CM1 1BD

administration@sportessex.org.uk

sportessex will endeavour to acknowledge the complaint within three working days, and contact the dissatisfied customer regarding their complaint within five working days.

Customer Complaints Form



Name

E-mail

Telephone

Address

Please describe the complaint?

How would you like to see sportessex respond to your complaint?

When did the service which you are complaining about take place?

How would you like to be contacted with regards to this complaint?

E-mail

Post

Telephone

(please circle)