

Complaints Procedure

Please where possible follow this procedure if you have a complaint you wish to raise.

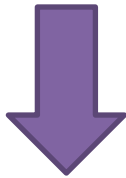


CLUB MANAGER



**COMPANY DIRECTOR –
MRS ALISON BROOKS**

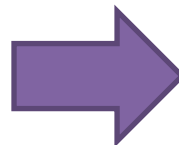
**EXTERNAL MEDIATOR –
SEE BELOW**



If you wish to make a complaint that needs to be dealt with, but do not want this to be with Alison Brooks, then this will need to be put in writing to Mr Steven Brooks, Company Director.

Mr Steven Brooks, Company Director.
Coral Cove (Devizes) Ltd
Sergeant Rogers Way
Hopton Industrial Estate
Devizes
Wiltshire
SN10 2ET

Mr Brooks will notify you of the outcome of your complaint within 28 days.



OFSTED

**NATIONAL BUSINESS UNIT
PICCADILLY GATE
STORE STREET
MANCHESTER
M1 2WD
0300 1231231**

If your complaint concerns the Directors or a relation of theirs in a management position and you do not wish to speak with them direct then your complaint can be heard by an

EXTERNAL MEDIATOR.

Our Mediator is Clair Beaty-Pownall, Gain Control, 65 High Street, Easterton, Devizes, Wilts, SN10 4PG