



## Customer Comments Procedure

This facility is managed by Parkwood Leisure on behalf of Exeter City Council.

If you would like to make any comments about the facility or the service managed by Parkwood Leisure we would ask all customers to follow the procedure as outlined below.

1. Speak to the facilities Duty Manager who **will record your comment** and then will endeavour to resolve the issue to your satisfaction. **We also welcome positive feedback on this facility and the service you have received on your visit.**
2. If the Duty Manager is not available or you prefer to **direct your comment to the** Centre Manager you may do by one of the following methods:
  - Complete the Customer Comment Form available at the facility.
  - Completing the company's Comment Form on-line by accessing the website [www.leisurecentre.com](http://www.leisurecentre.com)
  - Write to the Centre Manager at the facility. The address for this facility is:  
[Riverside Leisure Centre](#)  
[Exe Bridges Retail Park](#)  
[Cowick Street](#)  
[Exeter](#)  
[EX4 1AF](#)
  - Telephone the Centre Manager directly, the number for this facility is:  
[\(01392\) 221771](tel:01392221771)

The Centre Manager will investigate your complaint in full and respond to you within 7 working days. Sometimes investigations can take longer but should the timescale be exceeded then you will receive updates on the progress every 7 working days.

3. Should you still feel dissatisfied with the resolution you may refer your issue to the Parkwood Leisure, Exeter Contract Manager by one or both of the following methods:

- Email to [jeremy.wright@parkwood-leisure.co.uk](mailto:jeremy.wright@parkwood-leisure.co.uk)
- Writing to:  
Mr Jeremy Wright  
Parkwood Leisure Exeter Contract Manager  
[Riverside Leisure Centre](#)  
[Exe Bridges Retail Park](#)  
[Cowick Street](#)  
[Exeter](#)  
[EX4 1AF](#)

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If having followed the procedure outlined above your issue is not resolved please contact the Leisure Facilities Manager **at Exeter City Council** by one or both of the following methods:

- Email to [steve.lyon@exeter.gov.uk](mailto:steve.lyon@exeter.gov.uk)
- Writing to:  
[Leisure Facilities Manager](#)  
[Exeter City Council](#)  
[Paris Street](#)  
[Exeter](#)  
[EX1 1JN](#)

The Council's Leisure Facilities Manager will investigate your complaint in full and respond to you within 5 working days. Sometimes investigations can take longer but should the timescale be exceeded then you will receive updates on the progress every 5 working days.

4. Sometimes issues cannot be rectified at this point and you may feel you wish to take this matter further. The final response from the Leisure Facilities Manager will advise you what to do next if you still do not feel the issue has been resolved to your full satisfaction.