



Adventure Playgrounds Complaints Procedure

Our Adventure Playground Service is committed to providing high-quality services that meet the needs of our users. That's why we want to make it as easy as possible for you to let us know what you think. Through listening and learning we seek to improve the quality of the services and encourage good practice by our staff.

Complaints

We recognise that sometimes things may go wrong – a complaint can be made if you are dissatisfied or have a general concern. If you're unhappy with the standard of service or with something that we, or someone working on behalf of us, may or may not have done, you can make a complaint

Complaints should be made using our online complaints form:

<https://eforms.dacorum.gov.uk/eforms/CustomerComplaints/>

Once the complaint has been received and investigation will be carried out by the Group Manager for the service area. If you are dissatisfied with the outcome, you can request a review by contacting us within 28 calendar days from the receipt of our response. For a review to be granted, you must demonstrate why the process or outcome is unfair or incorrect.

You can also make a complaint using the methods below, where we will be happy to investigate and escalate if needed.

Contacts: Danny Taber / Rebecca Coston Operations Lead Officer/Lead Assistant

Tel: Adeyfield APG 01442 242852 / Bennetts End 01442 242301

DBC Tel: 01442 228000