

ESCALATION PROCESS

At David Lloyd Clubs, we are committed to resolving quickly, any issues you may have with our service or with your membership.

To ensure that your issue is dealt with at the right level, we have an escalation procedure for service / facility issues and a separate one for membership issues.

Escalation process for service / facility issues

We want you to be enjoying your time at your Club, but we know sometimes things do go wrong. So, if your concern is because of an experience you've had in club, whether it is a product or service related, the correct process to follow is below.

STAGE 1 – you should raise your concerns as soon as possible with a team member at the Club. You can speak directly with any team member or email your Club using the email address with your Club name {Clubname}@davidlloyd.co.uk You can also make an appointment with a member of the Club team to discuss the matter with them or simply get in touch by telephone of course.

STAGE 2 – any further concerns should be raised with the relevant Head of Department at the Club. You can do this again, by email to the email address with your Club name {Clubname}@davidlloyd.co.uk or in writing to the Club's postal address. If it is easier, you can make an appointment to meet with the relevant Head of Department or discuss the matter with them by telephone.

STAGE 3 – any further concerns should be raised with the General Manager of the Club. You can do this in the same way, by email using the email address with your Club name {Clubname}@davidlloyd.co.uk, by writing to the Club's postal address or by making an appointment to meet with the General Manager. They are also available to discuss the matter with them by telephone if this is easier for you. Club General Managers are responsible and accountable for their respective Clubs and any decisions taken in regard to the day-to-day operation and management of the facilities and team.

STAGE 4 – any further concerns can be raised with the Regional Manager by email FAO the Regional Manager via member.experience@davidlloyd.co.uk or in writing to the Head Office postal address (David Lloyd Leisure, PO Box 439, Hatfield, AL10 1EF).

Once the matter has been investigated, the Regional Manager will respond with a formal response on behalf of the company. The Regional Manager is the final level of our company escalation process and will confirm the company's position.

In the event that any of the steps listed above have been omitted, your concerns would be redirected to the Senior Manager at the next stage in our process. All local decisions are taken by the Head of Departments and General Manager of the local Club, who are empowered to do so.

Escalation process for membership issues

Our Membership Support Advisors are empowered to make the right decisions and every chat, call and email is registered, but if for any reason you feel you need to escalate any 'membership' related concerns, once you've received a response from one of our Membership Support Advisors, we've got a process for this.

STAGE 1 – any concerns should be raised with the Membership Support Team Leader. You can do this by emailing or writing to the "Membership Support Team Leader" at your club email address (Clubname@davidlloyd.co.uk or the Head Office postal address (David Lloyd Leisure, PO Box 439, Hatfield, AL10 1EF).

STAGE 2 – any further concerns can be raised with the Regional Manager by email FAO the Regional Manager via member.experience@davidlloyd.co.uk or in writing to the Head Office postal address (David Lloyd Leisure, PO Box 439, Hatfield, AL10 1EF).

Once the matter has been investigated, the Regional Manager will respond with a formal response on behalf of the company. The Regional Manager is the final level of our company escalation process and will confirm the company's position.

In the event any of the steps listed above have been omitted, your concerns would be redirected to the Senior Manager at the next stage of this process.