

**LEISURE DIRECT**  
**Charity Number 1050948**

**COMMENTS, COMPLIMENTS, COMPLAINTS & APPEALS – EASY  
READ**

**WHAT ARE COMMENTS, COMPLIMENTS, COMPLAINTS AND  
APPEALS?**



This is a **Comment**

Tell us when we are doing OK or if you want to make a suggestion or you have a good idea.



This is a **Compliment**

Tell us when you are happy with something.



This is a **Complaint**

Tell us when you are angry or upset about something we have done.



This is an **Appeal**

An appeal is something you can make if you don't like the answer to a Complaint.

**HOW CAN I TELL LEISURE DIRECT WHAT I THINK?**

A screenshot of a form with three questions: 'What did you enjoy most from the last newsletter?', 'What activity would you like to see offered?', and 'Was there anything you did not like?'.

**Activity Booking Form**

You can tell us which activities you did or did not like and offer suggestions for new activities



## **Facebook**

People often tell us on Facebook when they have had a good time.



By talking to a member of staff, a volunteer with Leisure Direct or a member of the Committee



By talking to your parents or carer or someone else that you trust.



By filling in a form available from the office or the Leisure Direct Website



By phoning Leisure Direct  
Tel: 01462 485534



By writing to the Organiser,  
Leisure Direct, The Icknield Centre,  
Icknield Way, Letchworth, Herts, SG6  
1EF



By emailing  
[office@leisuredirect.org.uk](mailto:office@leisuredirect.org.uk)

## **IF WHAT YOU HAVE TOLD US IS BAD:**



**We promise**



To get in touch with you within 10 days to let you know we are investigating

Resolve or conclude in 1 calendar month

## WHAT IS MY RIGHT TO PRIVACY?



You have the right to confidentiality



This means keeping things private



**We promise**



Not to tell people outside Leisure Direct what you have told us



Unless there is a risk of you or other people being hurt