

AJB Sports in Education is committed to offering the best product that we can for you and your children. If you feel this is not being delivered or have a complaint about our product / staff member please follow our procedure set out below:

For Families / Schools / Customers

If you have a formal complaint to make please contact a staff member and request a complaints form.

Please fill out the complaints report form and hand back into AJB Sports in Education Manager (Andy Beeston) or mail to AJB Sports in Education, 23 Upland Grove, Bromsgrove, Worcs, B61 0EL

AJB Sports in Education aims to respond to all complaints within 24 hours to acknowledge receipt of complaint.

AJB Sports in Education will then begin an internal investigation into the complaint.

AJB Sports in Education will work diligently with the each party to rectify any mistakes, work with them to solve the issue as best we can and work hard to update / improve our policies to ensure the same problem does not happen again in the future.

AJB Sports in Education will then follow the issue up to ensure similar problems have not been reoccured and that the issue has been dealt with and solved in full and to the satisfaction of all parties.

For staff members

If a customer wants to make a complaint please either: (depending on circumstances)

Hand them a Complaints form

Ask them to contact the Manager (Andy Beeston) to either request a form or contact / complain via email or phone.

Keep a record of all complaints forms

Work within the company to ensure the complaint has been fully resolved and that any future actions take into consideration the incident to ignorer to ensure that we continue to improve.

Follow up with the customer on initial complaint.