



COMPLAINTS PROCEDURE

Every year, thousands of customers use Aura's services. Whilst our aim is for every experience to be an excellent one we recognise that sometimes things will go wrong. When that happens, we want to put them right quickly and learn from our mistakes to improve things for next time.

If something does go wrong, we believe it is best to deal with things straight away. If you have a concern, please raise it with the person and service you are dealing with. They will always try and do their best to put things right for you and are most likely to be able to provide the quickest resolution to your issue.

If this is not possible, then you can contact the appropriate team leader via the following email addresses:

Leisure Centres	info@aura.wales
Swimming Lessons	swim@aura.wales
Libraries	libraries@aura.wales
Play Areas	richard.roberts@aura.wales
Heritage	heritage@aura.wales

If the matter is not resolved to your satisfaction following the conclusion of dialogue with the relevant service area listed above, you are invited to contact our senior management team at SMT@aura.wales where your concerns will be escalated to the appropriate manager for final resolution.