

FAILURE TO ADHERE TO THE Terms & Conditions of Use of Facilities within The Galleon Centre


GALLEON
Centre
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Scottish Charity Number: SC 00 8314
Trust Established 1985

Any person requested to leave the centre or involved in any incident with any member of staff covered under the above policy should be aware of the following steps prior to re-entering the Galleon Centre to spectate or to use any of its facilities.

1. They will be contacted by either phone, e-mail (if known) or by post in the written form to be reminded of the complaint against them by any member of staff or another customer of the Galleon Centre.
2. A meeting will be arranged with the Depute or Operations Manager to further discuss the incident or complaint against them and to allow them to put forward their case and to refer to any witnesses who were present at that time.
3. The Depute or Operations Manager will hear from both the appellant and the complainant to ascertain the facts of the case and to question any witnesses.
4. Both parties shall leave the meeting and the Depute or Operations Manager will deliberate in private based on the facts of the case they have just heard.
5. If practical the Depute or Operations Manager will announce their decision to both parties at the conclusion of the meeting following the adjournment. If any event the decision will be confirmed in writing to both parties within five working days.
6. The appellant then has the right of appeal which must be in writing within 5 days of the date of the letter confirming the original decision.
7. A copy of the Customer Appeal Policy is available and outlines the process to be followed in any appeal to the General Manager or the Appeal Sub-committee of the Board of Trustees of the Kilmarnock Leisure Centre Trust should the General Manager chair the meeting as outlined in 2 above.
8. Once the decision has been made by the General Manager/Appeal Sub-committee the process is completed and there is no other avenue of appeal available.