



CLUB WEMBLEY

Complaints policy

Club Wembley will do all we can to provide you with a suitable response to your complaint and to ensure, where possible, that your complaint is resolved to your satisfaction. It is through your feedback that we are able to review and improve the overall service we provide.

Registering your dissatisfaction:

If you contact us by telephone, the Club Wembley Membership Services Team will help determine the nature of your complaint. We will take into account all the points you raise and seek to resolve the problem while you are on the line. If we are unable to resolve your complaint immediately, we will give you an estimate of how long your issue will take to resolve and agree when, and how, we will keep you updated.

If you contact us by letter or by email, we will review your complaint fully and ensure that it is investigated by the most suitable person within our organisation. We will normally get back to you by telephone, but if this is not possible, we will respond in writing.

How we handle your complaint:

The Club Wembley Team will do all we can to resolve your complaint as soon as possible. If your complaint is of an urgent nature we will prioritise it and escalate your complaint to the appropriate person within our organisation.

We aim to respond to your complaint and agree a resolution within seven working days. Some complaints may take longer than others to resolve, particularly if they involve input from our Legal Team. If we are unable to agree the resolution of your complaint within seven days, we will keep you informed of our progress via your preferred communication channel.

If you are unhappy with our response:

Club Wembley aims to resolve every complaint promptly and to your satisfaction. If for any reason you are not fully satisfied with our response and feel that further attention is required, we can review the matter and escalate it further within our organisation. We will let you know if anything else can be done to resolve your complaint and will keep you informed of our progress and subsequent outcome.

If you are still dissatisfied with our response:

If you still do not believe your complaint has been resolved to your satisfaction you can write to the Club Wembley Director using the address details below and ask for your complaint and subsequent response to be reviewed:

Club Wembley Director
Club Wembley
Wembley Stadium
PO Box 1966
London SW1P 9EQ

You can expect an acknowledgement of your complaint within four working days and a response within ten working days.



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