



Compliments, Comments and Complaints

At Challenge Central, we are committed to providing a first rate service for all of our clients. All feedback is valuable and we would like to hear from you, whether you are happy with the service you have received from us or if you think there are improvements we need to make. The feedback provided will be viewed by senior management.

Giving a compliment to Challenge Central

Anyone who has a relationship with Challenge Central can compliment a member of staff, a team or the organisation as a whole. Compliments are shared with the staff and are used to identify areas of good practice that we can learn from.

We also welcome testimonials to be able to use for marketing purposes and on our website.

Compliments and testimonials should be sent to feedback@challengecentral.co.uk

Making a comment to Challenge Central

Anyone can make a comment to Challenge Central. All comments will be acknowledged and we will take action as required. Comments on areas of strength and weakness are used to continuously improve our business.

Comments should be sent to feedback@challengecentral.co.uk

Complaints Procedure of Challenge Central

Anyone who receives a service from us is able make a complaint. We will deal with complaints objectively, impartially and professionally.

Written complaints may be sent to Challenge Central at Muddy Lane, Letchworth, Hertfordshire SG6 3TB or by e-mail at feedback@challengecentral.co.uk.

Your complaint will be passed to a dedicated member of staff who will respond to you within 48 hours of receiving the letter or email.

Our Managing Director or Events Manager will write to you with a full response within 14 working days from when we received the written complaint.