

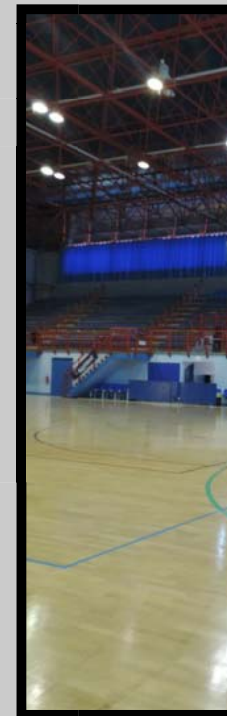
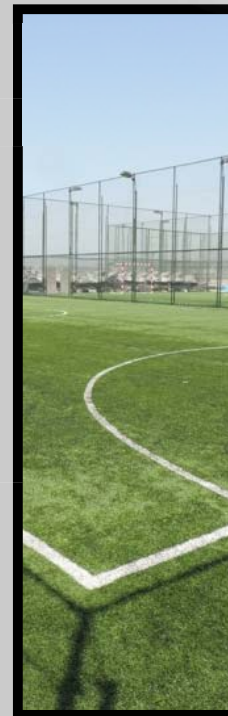
Provider and User Charter



**Gibraltar Sports and Leisure
Authority
Bayside Sports Centre
Bayside Road
Gibraltar**

EMAIL: vicstad@gibtelecom.net

**Sports Development Unit Tel: 20076522
General Enquires Tel: 20048604
Booking Office Tel: 20078409
Centre Manager (and after hours) Tel: 20045430**



**Including
Complaints/Suggestions Form**





DUTIES OF THE GIBRALTAR SPORTS AND LEISURE AUTHORITY

In accordance with the Gibraltar Sports and Leisure Authority Act, the Authority has the duty, as mandated by and with the resources provided by the Gibraltar Government, as facility and service provider to: -

- a) Provide, operate and manage sports and leisure facilities and developmental programmes of sport and leisure for the community and to support registered sports associations and educational establishments;
- b) Administer and inspect all facilities provided by the Authority so as to ensure the effective and efficient operation of such facilities.
- c) Prepare and implement schemes providing policies and plans designed to meet the present and anticipated future needs of sports persons, physical education establishments and leisure facility users in Gibraltar and to secure continual services in the case of an emergency.
- d) Engage in activities intended to stimulate the giving (whether a trust or otherwise) of money or other property to assist the Authority in providing or improving any services or any facilities or accommodation which is, or are to be, provided by the Authority, or to assist it in connection with its functions.
- e) To ensure that all complaints made against the Authority or any employee or contractor of the Authority are properly investigated without delay.

The Authority will, from time to time and depending on the function or facility concerned, set rules for the allocation and use of the facilities, programmes etc.



DUTIES OF THE GSLA FACILITY AND PROGRAMME USERS

Users of the Gibraltar Sports and Leisure Authority facilities or programme have the duty to: -

- a) Comply with all rules set by the Authority for the allocation, use or access to such facilities, programmes or any other of its functions/resources.
- b) Assist the Authority through their actions and behaviour, in the proper operation and management of the facilities and programmes.
- c) Comply with all bona fide instructions issued by the staff of the Authority, in compliance with their official duties.
- d) Suggest any improvements to the service being provided by the Authority in relation to sports and leisure facilities programmes or any other of its duties (as per attached form).

Submit the official complaint/suggestion form (attached) to the GSLA, Bayside Road, if following initial complaint to staff on duty, it is still felt necessary to refer the matter further.

In the interest of users and the staff the Authority operates a zero tolerance policy towards misbehaviour of either the users or the staff.

xi) If ix) and x) are “no”, was the matter referred to a GSLA member subsequent to the event:-	Yes / No
If “yes”, please state name and grade:- Date and Time:	
Signature of complainant:	Date:
*These sections MUST be completed to validate the complaint and enable its investigations.	
Note: Every effort will be made by the Authority to investigate the complaint as quickly as possible. In any case you will be contacted not later than 21 (twenty-one days) after receipt of this form.	
The information provided on this form will be used by the Gibraltar Sports and Leisure Authority conforming with the Data Protection Ordinance.	

FOR OFFICE USE ONLY	
Date Received:	
By whom received:	
Investigating Officer:	
Complainant contacted on:	
Summary of subsequent action taken:-	

(PLEASE PULL OUT PAGE TO SUBMIT FORM)

SUGGESTIONS FORM



Name:		
Address:		
Contact Tel. No:		
Email address:		
Contact fax no:		
Details of suggested improvement to existing services, programmes or resources or other suggestions relevant to the duties of the Gibraltar Sports and Leisure Authority:- (if insufficient space below please use separate sheet and attach)		
Signature:	Date:	
Note: The Authority commits itself to considering all suggestions but will only commit itself to implementing those (amended if necessary) that are considered to be compliant with its duties and enabled by the mandate and resources provided by the Government of Gibraltar. If necessary the Authority will contact the person writing the suggestion.		
The information provided on this form will be used by the Gibraltar Sports and Leisure Authority conforming with the Data Protection Ordinance.		

(PLEASE PULL OUT PAGE TO SUBMIT FORM)

FOR OFFICE USE ONLY

Date received:

By whom received:

Considered by:

Person contacted: Yes/No

Date:

Summary of subsequent action taken:

COMPLAINTS FORM



--- PLEASE TEAR AT DOTTED LINE ---

i) Name:*	
ii) Address:*	
iii) Contact Tel. No:*	
iv) Email address:	
v) Contact fax no:	
vi) Date and time incident causing the complaint occurred:-*	
vii) Sports/leisure facility concerned: Or GSLA staff member involved:*	
viii) Specific details of complaint:-* (please use a separate page if there is insufficient space)	
ix) Was the matter referred to a GSLA staff member, at the time:	Yes / No
If "yes", please state name and grade: OR	
x) Was the matter referred to the Centre Manager on duty, at the time:	Yes / No
If "yes", please state name:- OR	