

STEVENAGE LEISURE LIMITED

Customer Charter

Our Commitment to You

“ Prompt service

- ▶ We will warmly acknowledge all our customers upon arrival or first contact, and attend to your needs as soon as possible.
- ▶ We will answer your telephone calls professionally and politely, and within five rings whenever possible.
- ▶ We will initially respond to all customer comments, complaints and suggestions within five working days.

Personal service

- ▶ Our staff will be welcoming, helpful and polite at all times.
- ▶ All our facility-based staff will wear appropriate uniform and name badges, so that they can be clearly identified.

Professional service

- ▶ We will endeavour to offer value for money services at all times.
- ▶ Our staff will be appropriately trained, qualified and competent in all aspects of their work.
- ▶ We will keep our facilities clean and tidy at all times, and will conduct regular checks to maintain high standards of health and hygiene.
- ▶ We will make sure that our facilities, and the equipment within them, are safe and effective, and will take immediate action to rectify any faults found. Safety checks will take place every day and regular service and maintenance programmes will be undertaken.
- ▶ We will endeavour to provide accurate, up-to-date information about our services, their programming and pricing at all times.
- ▶ Any unforeseen (emergency) interruption to services may result in refunds and/or an offer of alternative services wherever possible.

Environmentally friendly service

- ▶ We will maintain a pleasant and comfortable environment, with temperatures, lighting and ventilation appropriate for the activities taking place.

A service that makes you smile

- ▶ We want you to enjoy your visit to us so much that you will want to come back. If anything stops you from doing so, or if you feel that we could improve our service, please let us know, either in person or by completing a customer comment card.
- ▶ If you like the way we do something, please tell us and tell your friends and family too!

A listening service

- ▶ We will regularly consult with our customers about our services, informally and through mechanisms such as Customer Focus Group meetings and Survey Questionnaires. ”

