



# factsheet

## CUSTOMER SERVICE STANDARDS



## CUSTOMER CHARTER for LEISURE CENTRES

Web: [www.fusion-lifestyle.com](http://www.fusion-lifestyle.com)

Our Customer Service Strategy\*\* states that we will be **Customer Focused**; putting the customer at the heart of everything we do and being dedicated to serving the needs of our customers.

We aim to deliver services, which are:

- of a good and consistent quality
- responsive to the needs and expectations of our customers
- accessible by all our customers
- value for money

\*\* For a copy of our Customer Service Strategy visit [www.charnwood.gov.uk](http://www.charnwood.gov.uk) or telephone 01509 634596



Following consultation with you our customers we have set ‘service standards’ for a range of the services we provide and these are printed in separate leaflets and are published on our website [www.charnwood.gov.uk/factsheets](http://www.charnwood.gov.uk/factsheets)

## CUSTOMER SERVICE STANDARDS

When you visit or contact our leisure centres or swimming pool:-

<b>We will:</b>	<b>Measure</b>
“Provide an efficient friendly service to all customers, we will be polite, helpful and treat all customers equally”	Satisfaction rating where customers rate us positively against this standard – Target 97% across all facilities
“Ensure that facilities are maintained to a high standard of cleanliness at all times”	Satisfaction rating where customers rate us positively against this standard - Targets 97% satisfaction
“Undertake regular maintenance to ensure facilities and equipment are in good working order and available to customers”	Satisfaction rating where customers rate us positively against this standard - Target 97% across all facilities
“Provide a range of activities and services that meet customer needs and expectations”	Satisfaction rating where customers rate us positively against this standard - Target 97% across all facilities
“Ensure information is readily available to customers and the system for booking and paying for activities is effective and easy to use”	Satisfaction rating where customers rate us positively against this standard Target – 97% across all facilities



<b>We will:</b>	<b>Measure</b>
“Ensure the Website is accessible, easy to navigate and updated regularly to reflect the services offered at any given time”	Satisfaction rating where customers rate us positively against this standard Target – 97% across all facilities
“Provide a service to our customers that is considered to represent good value for money”	Satisfaction rating where customers rate us positively against this standard Target – 97% across all facilities

These standards were considered to be important to you our customers and are designed to advise you of the service you can expect from us and how we will perform against them.

We will monitor our performance against these standards to ensure we are providing you with excellent services.

We will report back to you how we are performing against each standard on a quarterly basis; reports will be displayed both on our notice board and on our website.

These service standards are about services we provide to you and we need and value your feedback. You may wish to see changes, or may have ideas about improvements that we could make, if so, please let us know.

Details of how you can contact us and give us your feedback, good or bad are contained later in this fact sheet. We appreciate you taking the time and trouble to get in touch – together we can ensure that we are providing services you want.

## When you contact or visit a leisure centre or swimming pool we will:

- Respect all customers and will always be polite, helpful and professional.
- Ensure all customers are treated fairly and will try to provide, wherever possible, different ways to deliver our services to meet the needs of individual customers such as different languages, Braille, audiotape, large print, or home visits.
- Ensure you are dealt with promptly and efficiently.

These are the timescales in which we aim to deal with your enquiries when you contact or visit a leisure centre or swimming pool:

<b>When you contact us:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
By telephone	We will answer your call	Within 30 seconds Target – 100% across all facilities
In writing by letter, or fax	Reply* to you	Within 10 working days Target – 100% across all facilities
Complain about a service	Reply* to you	Within 15 working days Target – 100% across all facilities

\* 'Reply' usually means a substantive reply but in complex cases this may be a holding reply



## **To help us achieve our customer standard commitments we ask that you:**

- are courteous and respectful towards us
- let us know if you need a service to be provided in a different way to meet your individual needs
- make suggestions on improving our services

## **Feedback**

We welcome and encourage feedback from you.

We are always looking for ways to improve our services. Your ideas, comments, suggestions, compliments and complaints provide us with valuable information that we can use to make improvements to our services and put things right for you if we can.

## **Please tell us if you:**

- Have an idea to improve the services we provide
- Have a comment to make about our services
- Feel we could improve by doing something differently
- Feel we have done something well

## **Please complain if we:**

- Have made a mistake in the way we provided a service
- Failed to provide a service
- Delayed in providing a service

## CUSTOMER CHARTER FOR LEISURE CENTRES

- Delayed in providing a service
- Failed to act in a proper manner
- Provided an unfair service

There are several ways in which you can give us your feedback:

Log on to our website	<a href="http://www.fusion-lifestyle.com/centres">www.fusion-lifestyle.com/centres</a>
Call us	South Charnwood Leisure Centre 0116-2640057 Loughborough Leisure Centre 01509 – 611080 Soar Valley Leisure Centre 0116 - 2375267
In person	Ask at reception to speak to a duty manager
Write to us	South Charnwood Leisure Centre Parkstone Road, Syston Leicester LE7 1LY
	Loughborough Leisure Centre Browns Lane Loughborough, LE11 3HE
	Soar Valley Leisure Centre Off Kingfisher Road Mountsorrel LE12 7FG
Customer comments	Complete a “Please Tell Us What You Think” Card and place it in the collection box in reception

To find out if this information is available in other formats, or for help understanding it in your language, please call (01509) 634560.

