



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS



CUSTOMER CHARTER for LEISURE CENTRES AND SWIMMING POOLS



CUSTOMER SERVICE EXCELLENCE

Web: www.charnwood.gov.uk/leisure/leisurecentres.html

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 or telephone 01509 634596



CUSTOMER CHARTER FOR LEISURE CENTRES AND SWIMMING POOLS

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

CUSTOMER SERVICE STANDARDS

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

We will:	Measure
<p>“Provide an efficient friendly service to all customers, we will be polite, helpful and treat all customers equally” (CS 190)</p>	<p>Satisfaction rating where customers rate us positively against this standard – Target SCSP -98% SVLC -98% LLC 92%</p>
<p>“Ensure that facilities are maintained to a high standard of cleanliness at all times” (CS 191)</p>	<p>Satisfaction rating where customers rate us positively against this standard - Targets SCSP 98% SVLC 95% LLC 92%</p>
<p>“Undertake regular maintenance on customer lockers to ensure sufficient numbers are available to met customer demand” (CS 192)</p>	<p>Lockers available at all times Target SCSP 99% SVLC 98% LLC 98%</p>
<p>“Answer all incoming telephone calls within 30 seconds” (CS 193)</p>	<p>Telephone calls answered within 30 seconds Target -100% across all facilities.</p>
<p>“Deal with all enquiries at our reception desk promptly, politely and efficiently” (CS 194)</p>	<p>Satisfaction rating where customers rate us positively against this standard Target –</p>



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We will:	Measure
	100% across all facilities
<p>“We will aim to maintain the swimming pool water temperature at the following temperatures +/- 1°C”</p> <p>South Charnwood Leisure Centre Pool, Syston 30°C Soar Valley Leisure Centre, Mountsorrel 30°C Loughborough Leisure Centre Main pool 29.5°C Training Pool 31.5°C (CS 163)</p>	<p>Swimming pool water temperature maintained within the stated ranges Target – 100% across all facilities</p>

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 monthly 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

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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:

When you contact us:	We will:	Within: (Timescale)
By telephone	We will answer your call (CS 164)	Within 30 seconds Target – 100% across all facilities
By visiting a leisure centre or swimming pool	Acknowledge you and the reason for your visit (CS 165)	Within 3 minutes Target – 100% across all facilities
In writing by letter, email or fax	Reply* to you (CS 166)	Within 10 working days Target – 100% across all facilities
Complain about a service	Reply* to you (CS 167)	Within 15 working days



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When you contact us:	We will:	Within: (Timescale)
		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

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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
- 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	www.charnwood.gov.uk
Email us	<p>Suggestions/ideas to: suggestions@charnwood.gov.uk scsp@charnwood.gov.uk info.charnwood@leisure.sero.com</p> <p>Complaints to: complaints@charnwood.gov.uk</p>
Call us	<p>South Charnwood Swimming Pool 0116-2640057</p> <p>Loughborough Leisure Centre 01509 – 611080</p> <p>Soar Valley Leisure Centre 0116 - 2375267</p>
In person	Ask at reception to speak to a duty manager
Write to us	<p>South Charnwood Swimming Pool Parkstone Road, Syston Leicester LE7 1LY</p>



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	Loughborough Leisure Centre Browns Lane Loughborough, LE11 3HE
	Soar Valley Leisure Centre Off Kingfisher Road Mountsorrel LE12 7FG
Customer comments form	Complete a customer feedback form and place it in the collection box in reception

We will strive to ensure our customers are satisfied with the services we provide.

WE WILL:	MEASURE
Provide a prompt Service	Satisfaction rating where customers rate us positively against this standard.
Ensure staff are fully trained and knowledgeable about our services.	Satisfaction rating where customers rate us positively against this standard.
Provide a friendly and efficient service to all customers.	Satisfaction rating where customers rate us positively against this standard.
Provide useful & relevant information	Satisfaction rating where customers rate us positively against this standard.

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where appropriate.	
Where possible and appropriate resolve the problem to your satisfaction.	Satisfaction rating where customers rate us positively against this standard.

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

