



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

serco

CUSTOMER CHARTER for LEISURE CENTRES AND SWIMMING POOLS



CUSTOMER SERVICE EXCELLENCE

Web: www.charnwood.gov.uk/leisurecentres

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
“Provide an efficient friendly service to all customers, we will be polite, helpful and treat all customers equally” (CS 190)	Satisfaction rating where customers rate us positively against this standard – Target 95% across all facilities
“Ensure that facilities are maintained to a high standard of cleanliness at all times” (CS 191)	Satisfaction rating where customers rate us positively against this standard - Targets 95% satisfaction
“Undertake regular maintenance on customer lockers to ensure sufficient numbers are available to met customer demand” (CS 192)	Lockers available at all times Target 98% availability across all facilities
“Answer all incoming telephone calls within 30 seconds” (CS 193)	Telephone calls answered within 30 seconds Target -90% across all facilities.
“Deal with all enquiries at our reception desk promptly, politely and efficiently” (CS 194)	Satisfaction rating where customers rate us positively against this standard Target – 95% across all facilities



CUSTOMER CHARTER FOR LEISURE CENTRES AND SWIMMING POOLS

- 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 Target – 100% across all facilities

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



CUSTOMER CHARTER FOR LEISURE CENTRES AND SWIMMING POOLS

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 AND SWIMMING POOLS

- 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:</p> <p>suggestions@charnwood.gov.uk</p> <p>leisure@charnwood.gov.uk</p> <p>info.charnwood@leisure.sero.com</p> <p>Complaints to:</p> <p>complaints@charnwood.gov.uk</p>
Call us	<p>South Charnwood Leisure Centre 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 Leisure Centre Parkstone Road, Syston Leicester LE7 1LY</p>
	<p>Loughborough Leisure Centre Browns Lane Loughborough, LE11 3HE</p>
	<p>Soar Valley Leisure Centre Off Kingfisher Road Mountsorrel LE12 7FG</p>



CUSTOMER CHARTER FOR LEISURE CENTRES AND SWIMMING POOLS

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



CUSTOMER CHARTER FOR LEISURE CENTRES AND SWIMMING POOLS

If you wish to find out how the service is performing against it's targets this information is available on the website at

www.charnwood.gov.uk/CSSI9

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 ਫੋਨ ਕਰੋ (01509) 634560

