



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

PARKS AND PLAY AREAS



CUSTOMER SERVICE EXCELLENCE

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

Tel: 01509 634975

Email: parks@charnwood.gov.uk

Parks and greens spaces are the most democratic places in our towns and villages, everyone can use them – free of charge! We are responsible for the management and maintenance of green spaces in Loughborough and some villages across the Borough. Those in other towns and villages are usually maintained by the local town or parish council.

We will:

- Carry out monthly inspections of equipped playgrounds by a RoSPA certified playground inspector and take any necessary urgent action within 1 working day. (CS71)
- Carry out an annual inspection of equipped playgrounds by an independent registered specialist and take any necessary action.



CUSTOMER SERVICE STANDARDS PARKS & PLAY AREAS

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.

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/CSS22

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。

आ माहिती जुही जुही पद्धतिओमां उपलब्ध छे. ते भेजववा भाटे कृपा करी आ नंभर पर सैन करो (01509) 634560.

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

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

