

# Cockermouth

## Leisure Centre & Pool

### Customer Service Charter

We are committed to providing a range of high quality, value for money leisure services every time you visit one of our facilities.

We promise that: -

- The time and availability of services will be as published in our timetables and other customer information.
- Any changes to our programme of services will, where possible, be notified at least one week in advance via reception, customer notice boards or cancellation boards and by other means where appropriate.
- Customers will be compensated for any unseen interruption to services and offered an alternative service where possible.

At all times, activities and spaces within the facilities will be: -

- Clean and safe to use
- Furnished with equipment that is in good working order and checked/maintained regularly.
- Set up in accordance with regulations set down by appropriate governing bodies and agencies where necessary.
- Ready for use within five minutes of the booked period where equipment changeovers are necessary.
- Illuminated, heated and ventilated to ensure comfort and safety.

Staff will be:

- Trained and appropriately qualified.
- Easily identifiable by wearing appropriate identification/uniforms.
- Helpful, knowledgeable and informative to ensure that your visit is enjoyable and safe.

All ancillary areas such as changing rooms, showers, toilets will be: -

- Clean, hygienic and in working order.
- Checked every 2 hours and remedial action taken if appropriate.
- Maintained at a temperature that is comfortable and complementary to other areas.

In general the facilities will: -

- Be clean and well maintained
- Listen and be responsive to comments, suggestions and complaints within ten working days.
- Maintain a balanced programme of activities, events and services that cater for the needs of the whole community.
- Publish up to date and accurate information for all activities, events and services and meet them.
- Have clear technical standards for all-important aspects of our services and meet them.
- Make prices competitive and ensure good value for money.
- Undertake regular customer research to ensure we continue to meet their stated priorities.

