

# Keswick

## Leisure Pool & Fitness Centre

### 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:

1. The time and availability of services will be as published in our timetables and other customer information
2. 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.
3. Customers will be compensated for any unseen interruption to services and offered an alternative service wherever possible.
4. At all times, activities and spaces within the facilities will be:
  - a. Clean and safe to use.
  - b. Furnished with equipment that is in good working order and checked and maintained regularly.
  - c. Set up in accordance with regulations set down by appropriate governing bodies and agencies where necessary.
  - d. Illuminated, heated and ventilated to ensure comfort and safety.
5. Staff will be:
  - a. Trained and appropriately qualified
  - b. Easily identifiable by wearing appropriate identification and uniforms
  - c. Helpful, knowledgeable and informative to ensure that your visit is enjoyable and safe
6. All Ancillary areas such as changing rooms, showers and toilets will be:
  - a. Clean, hygienic and in working order
  - b. Checked every 2 hours and remedial action taken if appropriate
  - c. Maintained at a temperature that is comfortable and complimentary to other areas
7. In general:
  - a. The facilities will be clean and well maintained
  - b. We will listen and be responsive to comments, suggestions and complaints and respond within 10 working days to any written material
  - c. We will maintain a balanced programme of activities, events and services that cater for the needs of the whole community
  - d. We will publish up to date information for all activities, events and services and meet them
  - e. We will have clear technical standards for all important aspects of our service and meet them
  - f. We will make prices competitive and ensure good value for money
  - g. We will undertake regular customer research to ensure we continue to meet our stated priorities.

