

Our Policy & Charter

At Queen Elizabeth Leisure Centre we will aim to:

- Serve all customers with courtesy, effectiveness and efficiency
- Protect and promote our customers health, safety and consumer rights
- Provide a high quality, cost effective service
- Recognise the responsibility of staff to understand and meet promises made in the customer service charter

Our Charter

- We will aim to see all customers within 3 minutes of arrival at reception
- We will endeavour to answer incoming calls within 5 rings; if this fails to happen we have a call queuing system and your call will be answered as soon as an operator is free
- The member of staff taking an enquiry, who will have stated their name, will take responsibility for dealing with your enquiry or problem
- Any sales enquiry will be handled by our dedicated sales team and hence may require us to call you back when a member of the team becomes available or to arrange an appointment
- We will aim to reply to all customer feedback forms within 5 working days. All comments will receive an appraisal and response posted on the customer service information board or a written response if requested
- All information displays will be updated regularly
- We will regularly monitor customer satisfaction with our service; market research will be undertaken on a regular basis to understand our customer needs
- We will consult with our customers quarterly through our Customer Forum

Service Standards

- All operational staff will wear a uniform and Front of House staff will wear a name badge
- Our customers will be notified of any unforeseen changes to the availability of facilities or activities by the display of an appropriate notice
- We will invest in our facilities to improve and upgrade services
- Implement environmentally friendly practices
- We will publish times and availability of services
- We will operate a Lost Property procedure

We are constantly striving to improve the service we offer. If you have any comments as to how we can make improvements, please contact customer services by phone on 01202 888208 or email info@qe-leisure-centre.co.uk

Cleanliness

- We will inspect the Centre regularly throughout the day and promise to ensure that all areas have a cleaning and inspection schedule
- Please report unsatisfactory cleaning to Reception, we will rectify any problems immediately or if not practical, within 24 hours

Health & Safety

- We will ensure all Centre Operations comply with current legislation to ensure the safety and wellbeing for all users
- We promise to service and maintain all centre equipment; defects will be, as far reasonably practical, rectified within 10 days
- We promise to review the Centre's Health and Safety Policy at least every 6 months, to ensure the safety of all users and staff

Facility Management

- The pool water temperature will be maintained at 30C
- The pool water temperature will be boosted to 31C for specialised sessions
- All areas will have sufficient heating, lighting and ventilation to ensure safety and comfortable exercising conditions

Queen Elizabeth Leisure Centre is only as good as the promises it keeps to its customers