

# Customer Care Policy

## Customer Charter

We are committed to giving you the very best service we possibly can every time you visit our centre.

With this in mind our staff make the following promises we will:

- Always be polite and make you feel welcome to ensure that you enjoy our facilities.
- Answer the telephone in a polite and courteous manner.
- Ensure our facilities are clean and maintained to a satisfactory standard.
- Maintain our prices at a level which offers continuous value for money.
- Offer the chance for you to make comments by way of an annual customer survey and ongoing comment system which will be taken into account in any future changes.
- Offer a varied programme of activities which will ensure a wide range of customers are catered for.

## Customer feedback

At Dearne Valley Leisure Centre we are committed to customer care and high quality service and we want to make sure that our service is the best that it can be.

To be able to do this we need to know what you think about our service. Therefore your compliments, comments and complaints are all very important to us. Any information you give us is valuable feedback which helps us improve and develop.

**We are very interested in what our customers think and we will listen to what you have to say.**

If you want to give us a compliment or tell us about a comment or a complaint please do so in one of the following ways:

- Telling a member of staff at the centre
- Completing a slip at the centre
- Contacting us by telephone
- Contacting us via e-mail
- Contacting us by post

We will log your comments and if unable to deal with the query immediately will inform you who will be dealing with it and acknowledge this usually within 5 working days.

