

Customer Charter

The Leisure Unit places a high priority on customer care and is committed to providing the highest quality service every time you make contact with us and visit our facilities. Our Customer Charter outlines the quality of service that you can expect from us.

Our Staff

- Will be friendly, helpful, informative, and behave professionally and politely at all times
- Will treat everyone fairly, equally and with respect, ensuring that reasonable adjustments are made for customers who may have special needs and disabilities
- Will wear an appropriate uniform and name badge in a visible position
- Will be suitably trained

Will listen and be responsive and empowered to deal with customer comments, complaints and suggestions, or pass the customer onto the correct person

Our Premises

- Display our Service Standards and performance results against these Standards
- Publish details of fees and charges and other related financial information
- Publish details of the Service's structure, head office contact and other relevant contact information
- To provide signage and orientation information appropriate to the attraction
- Will be checked daily to ensure they are clean, safe and well maintained
- Ancillary areas including changing rooms, showers and toilets will be checked frequently throughout the day to ensure they are clean, hygienic, safe and well maintained
- Illuminated, heated and ventilated to ensure - comfort, good play conditions, and safety
- Furnished with equipment which is in good working order, checked and maintained regularly
- We will ensure all faults are reported immediately and display to the customer an anticipated repair date
- Supervised by the recommended number of qualified and suitably trained staff to ensure your visit is safe and enjoyable
- Be ready for use within 5 minutes of the commencement of the booked period where equipment changeovers are necessary
- Swimming pool water will be maintained at a temperature of between 29 - 30C and displayed in reception
- Swimming pool water will be balanced chemically and tested every 2 hours to ensure comfort and safety
- Sports activities will be set out in accordance with the requirements of the governing body of the sport where necessary
- Outside pitches and multi-sports areas will be free from any form of hazards and safe to use
- Strive to ensure that line markings on pitches are of sufficient standard throughout the season
- Sunbeds will be operated in accordance with current good practice and guidelines as set out by the Sunbed Association

Managed in a sustainable way maintaining a harmonious existence with the built and natural environment

Haltemprice Leisure Centre

Beverley Leisure Complex

Bridlington Sports Centre

Goole Leisure Centre

Hornsea Leisure Centre

Francis Scaife Sports Centre

Driffield Leisure Centre

Leisure World

South Cave Sports Centre

Pavilion Leisure Centre

South Holderness Sports Centre

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Our Service to You

- The time and availability of services will be as published in our customer information leaflets
- Foreseen changes will be duly notified to our customers by the display of an appropriate notice within the premises and for bookings and courses we will endeavour to contact customers by telephone/text.
- Unforeseen emergency/interruption to services which have been booked will result in refunds and/or an offer of alternative services where possible.
- Publish up-to-date and accurate customer information for all activities, which is jargon free ensuring plain English is used
- Information available in alternative formats and offer access to translation services
- Maintain a booking system that is fair and convenient to our customers
- Make prices competitive and fair to ensure value for money
- Answer incoming calls within 7 rings and identify ourselves by name and facility when answering the telephone
- Take accurate messages – ensuring that adequate detailed information is noted
- Take ownership of the call ensuring that all reasonable care is taken to ensure the customer is dealt with wherever practicable at the first point of call
- Respond to letters and emails within 10 working days, and respond to email via email, unless you request otherwise
- Meet personal callers within 5 minutes
- Respect your right to privacy and discuss any confidential or sensitive issues with you in a private room
- Consult with our customers to ensure that we continue to meet their aspirations and stated priorities, taking action where practicable
- We will respond to complaints in accordance with our corporate “Feedback” Procedure. We will compensate customers appropriately for a service that has not been adequately delivered either by refund and/or an offer of alternative services where possible.

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How You Can Help Us

- Keep us informed of any changes in your personal circumstances that may affect the services we provide for you
- Please behave in a considerate and polite way so that we can give you and other customers the standard of service you would expect
- Let us know what you think about the service you receive and the standard of our facilities so we can keep improving in the future
- Please treat the facilities provided with respect and report any faults to staff immediately
- Please inform staff if any facilities are not up to a satisfactory standard

Thank you for your cooperation. If you have any comments or suggestions about our Customer Charter, or any other aspect of our service delivery, please contact the duty manager at Reception.