

# Customer Care Policy Statement

Leisure Centres provide the whole community with convenient access to a range of activities for fitness, health, well-being and enjoyment. As such, our aim is to provide a quality service and to provide Centres that care about the customers.

In order to achieve these high standards we aim to create an environment where customers can expect:

- A Centre that is clean, attractive and a pleasant place to visit
- Clearly identified, friendly and professional staff that can help you get the most enjoyment and benefit from your visit
- A wide range of activities for people of all ages and abilities
- A safe and secure environment
- Up to date and accurate information to keep you informed of the Centre's programme
- An easy to access booking system
- A reliable value for money service, and opportunities to comment on the quality and effectiveness of our service.

As part of our commitment to achieve these high standards, we will:

- Serve every customer with courtesy, effectiveness and efficiency
- Ensure that all telephone bookings and general calls are answered promptly and in a caring friendly manner
- Provide adequate and appropriately qualified staff to operate the Centre to ensure a safe and enjoyable environment
- Provide an appointed Duty Manager at all public opening times to deal with all matters of concern to our customers
- Keep our customers informed and regularly monitor satisfaction with our service
- Provide a comments system for customers to express their comments, thoughts, suggestions and opinions on service issues. These will be reviewed at Management level and responded to within an appropriate timescale
- Never forget that it is our customers who are the focus of our business

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