

Our Customer Charter

Our Vision:

'To prevent, and reverse the prevalence of, illnesses that are caused by poor eating habits, a lack of exercise and/or stress related lifestyles'

Our Mission

'To inspire entire communities to take responsibility for their health and wellbeing by delivering proven educational and activity programmes on nutrition, exercise and mindfulness'

Therefore, it is important to us that you: -

- **Find our staff helpful and friendly**
- **Enjoy your visit**
- **Return again and again.**

To ensure that we meet these requirements we have produced certain quality standards that you, as a customer should expect. These quality standards are displayed throughout the centre together, where applicable, with information on how well we are achieving them.

If at any time we are unable to offer any of the services we have promised, we will notify customers as soon as possible and attempt to offer an alternative.

What we can do for you

We will endeavour to provide:

- An ongoing programme of staff training to ensure high standards of customer care and service.
- A safe and healthy environment in which to undertake your leisure activity.
- A warm welcome and help you to enjoy the facilities.
- You, the customer, the opportunity to forward suggestions that you may have and involve you in decisions which may affect your enjoyment of the centres.
- Well-maintained and clean facilities.
- A quick and professional service.
- Competitive prices that offer good value for money.

- A policy that the telephone should be answered within 5 rings, in a polite and courteous manner.
- Equal opportunities for all users.
- Immediate notification, if equipment or activities are not available prior to use.
- A response to your written or verbal comments/complaints within seven working days.
- A monthly analysis of the comments/complaints we have received and any action, which has been taken as a result.
- A balanced programme of activities, which cater for the needs of the local community.

What you can do for us

We would like you, the customer, to help us achieve our aspiration of providing quality services and facilities. We will actively encourage you to express your views and to inform us if you are not happy about anything concerning your visit. We will also provide an opportunity for a customer representative from each leisure centre to be a member of the Management Board so as to have a positive input into Gravesham Community Leisure Limited's business.

Listed below are a number of ways in which you can provide positive or negative feedback relating to Gravesham Community Leisure Limited and/or its service provision.

- 1) Report any deficiency to any member of staff who will be able to assist you. Where possible they will take immediate action to remedy the problem or contact another member of staff who will be able to help.
- 2) There will be a Duty Manager on duty who is responsible for the day-to-day operation of the centre and will be able to discuss any issues that you may wish to raise.
- 3) Customer Comment Cards can be completed and are available at the main reception. Gravesham Community Leisure Limited's Management Team considers every completed card and will ensure that you receive a reply within seven working days.
- 4) If you are not satisfied with the response you have received from any member of staff, you are encouraged to write to: Mr Wayne Pedrick, Head of Operations, Head Office, Cascades Leisure Centre, Thong Lane, Gravesend, Kent DA12 4LG.