



OUR CUSTOMER CHARTER

We are Gravesham Community Leisure Limited (GCLL) and this is **Our Customer Charter**.

Firstly, GCLL tries hard to understand **WHY** it does what it does and not just WHAT it does and HOW it does it!

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

Our Mission is '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 so important to us that you:

- **find our staff HELPFUL and FRIENDLY**
- **ENJOY each visit to our centres**
- **RETURN again and again.**

To ensure that we meet these requirements, we have produced certain quality standards that you 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 you as soon as possible and attempt to offer an alternative.

Our Service

We will offer:

- Competitive prices that offer good value for money.
- You the opportunity to forward suggestions that you may have and involve you in decisions which may affect your enjoyment of the centres.
- New products and services, driven by technology and ideas for your benefit.
- A service that actively encourages you, your family and friends to lead a healthier lifestyle.

Our Facilities

We will provide:

- Facilities that are clean, well-maintained and accessible.
- Maintain the temperature of activity areas suitable for individual sessions.
- A safe and healthy environment in which to undertake your leisure activity.
- Immediate notification if equipment or activities are not available prior to use.

Our Staff

Will endeavour to provide:

- A quick and professional service.
- An ongoing programme of staff training to ensure high standards of customer care and service.

- A warm welcome and help you to enjoy the facilities.
- A policy that the telephone should be answered in a polite and courteous manner.
- Equal opportunities for all users.
- A customer first approach to everything we do.
- A response to your written or verbal suggestions/comments/complaints within 72 Hours.

Our Customers

We would like you 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 provide an opportunity for two Customer Representatives to be a member of GCLL's Management Board so as to have a positive input into company matters.

Listed below are examples in which you can provide positive or negative feedback relating to our service, facilities and/or our staff.

- 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 each centre and will be able to discuss any issues that you may wish to raise.
- 3) Email us at info@gcll.co.uk – GCLL's Management Team considers every email and will ensure that you receive a reply within 72 Hours.
- 4) If you are not satisfied with the response you have received from any member of staff, you are encouraged to email Mr Wayne Pedrick, Head of Operations at wayne.pedrick@gcll.co.uk or in writing to Head Office, Cascades Leisure Centre, Thong Lane, Gravesend, Kent DA12 4LG.

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