



One Leisure Customer Charter

This is our Customer Charter which sets out the standards and services we aim to provide you with as part of our Customer Care Policy that is available on request:

Our customers will:

- be treated with courtesy, respect and dignity;
- have confidentiality respected;
- be consulted about their needs and how they can be met;
- be able to raise any issue and have all reasonable concerns properly addressed;
- be able to use a clean facility in a safe, secure and friendly environment; and
- be able to expect sufficient staffing levels to meet their needs.

Our staff will:

- be open, honest and polite;
- be ready to help;
- listen and take customers views seriously to improve the service we provide to you;
- wear uniform and name badges when working;
- keep appointments or let you know in advance if they need to be rearranged;
- not accept offensive or threatening behaviour or use it themselves;
- record and respond to all verbal, written and telephone complaints;
- acknowledge all written correspondence within five working days;
- answer 80% of telephone calls within 20 seconds;
- aim to have all defects repaired as soon as possible and will keep you up to date with the progress of repair;
- aim to provide you with a safe, secure, clean and comfortable facility; and
- work within the stipulations of the One Leisure Regulations (available from reception/website).