

# Lagoon Leisure Pool Customer Service Standards

We want you to enjoy your experience at the Lagoon Leisure Pool. The following standards have been set for you to make your visit as enjoyable as possible.

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## Environmental Standards

- The temperature of the pool water will be maintained within 30/31 degrees C.
- The air temperature in the pool hall will be maintained within 31/32 degrees C.
- The temperature of the shower water will be maintained at 40 degrees C.
- The chemical content of the water in the swimming pool and health suites is tested every two hours for your safety and comfort.

## Cleaning Standards

- All areas will be cleaned and checked prior to opening to the Public.
- All changing and toilet facilities will be inspected by a member of staff every hour and any problems will be dealt with immediately.

## Safety Standards

- The centre will operate within all appropriate health and safety legislation through codes of practice.
- All lifeguards will be qualified to National pool lifeguard level.
- All staff engaged in coaching will be qualified to a standard as stipulated by the relevant governing body.
- There will be a member of staff qualified in first aid present during public opening times.
- All pool equipment is maintained in a proper and satisfactory condition.

## Customer Service Standards

- You can expect to be treated fairly by all staff in a courteous and friendly manner.
- We will consult our customers as part of developing our services.
- All customers have access to the suggestion / complaints system.
- All staff will try to resolve complaints immediately.
- We will acknowledge your suggestions / complaints within three working days and provide a full response within ten days.
- All staff will be trained to deal with an emergency situation in a calm and efficient manner.
- At least 14 days notice will be given in advance to any major changes to the pools programme.
- All staff will be dressed in an appropriate uniform and wear badges that identify them.
- We will publish and display our performance against our standards at the Lagoon.

Renfrewshire Leisure will make every effort to maintain these standards at all times.

If at any time you feel we have not maintained these standards or you wish us to consider additional customer services standards for this facility please contact a member of staff or complete our 'can we do better' form available at reception.

Thank You.



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