

Sport Centre Customer Service Standards

We want you to enjoy your experience at this sport centre.
The following standards have been set for you to make your visit as enjoyable as possible.

Environmental Standards

- The Lux lighting level in sports areas will be maintained between - 400/500 Lux.
- The temperature of the shower water will be maintained at 40 degrees C.
- All sporting areas and equipment will be kept safe, clean and tidy and operated to a fixed timetable booked in advance.

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 staff engaged in coaching will be qualified to a standard as stipulated by the relevant governing body.
- All staff will be trained to deal with an emergency situation in a calm and efficient manner.
- There will be a member of staff qualified in first aid present during public opening times.
- All sports equipment will be 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.
- Whenever possible, at least 14 days notice will be given in advance to any major changes to the sports centres 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 this facility.
- In the event of a double booking we will offer an alternative choice of facility at the time of your visit and further more offer to reschedule your booking free of charge.

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