

# OUR COMMITMENT TO YOU

## Customer Service Standards and Complaints Procedures



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## The Services We Offer

This booklet outlines our service commitments to you, our customers. It also lists the services we provide, how you can contact us and what we will do if you have a problem.

### North West Leicestershire District Council

The Sport & Leisure Section within the Community Services Division of North West Leicestershire District Council manages the following leisure facilities:-

- Hermitage Leisure Centre, Whitwick
- Hood Park Leisure Centre, Ashby
- Measham Leisure Centre
- Hermitage Recreation Ground, Whitwick
- Various Bowling Greens, Tennis Courts & Sports Pitches
- Recreation & Leisure Scheme at Castle Donington
- Sports Complex at Ibstock Community College

The Council has the following core values that underpin its policies and service delivery objectives;

#### *A vision for North West Leicestershire*

1. A healthy population, living and travelling in a clean, safe, affordable and economically buoyant environment.
2. A well informed public, with talent and ability, reinforced with good levels of academic achievement taking part in local activities for the benefit of the community.

#### *A vision for North West Leicestershire District Council*

1. Provide good quality, accessible, public services with equal opportunities for all.
2. Make decisions, in partnership with stakeholders, by giving due consideration in striving for a positive and sustainability impact on the environment, economy and social well-being.

and the following strategic aims:

- 1. High Quality, Good Value Local Services**
- 2. Strong, Safe Communities**
- 3. Healthy, Fulfilled Population**
- 4. A Fairer District**
- 5. Local Prosperity and Employment**
- 6. An Attractive, Sustainable Environment.**
- 7. Enough Decent Affordable Homes**

## Aims Of Our Service

In 2003 the Council commissioned a Sports Action Plan to guide the delivery and focus of the service over the next five years. This Action Plan has now set three themes and a number of aims for the Sport & Leisure Section.

### **Theme 1. Developing Communities Through Sport**

- Aim 1 To improve the health of communities by increasing lifelong participation in sport & physical activity.
- Aim 2 To use sport as an effective tool in reducing crime and anti-social behaviour.
- Aim 3 To enhance targeted communities infrastructure through sport.

### **Theme 2. Developing Sport through communities.**

- Aim 1 To increase participation levels in sport and physical activity of young people inside and out of school.
- Aim 2 To provide opportunities and pathways to enable participants to reach their full potential in sport.
- Aim 3 To identify, create and support appropriate partnerships for the development of sport.
- Aim 4 To facilitate the development of high quality, sustainable sports clubs.
- Aim 5 To raise the awareness of opportunities to participate and develop in sport.

### **Theme 3 Developing Facilities (Indoor & Outdoor)**

- Aim 1 To strategically improve Outdoor Sports Facilities
- Aim 2 To ensure Indoor Leisure Facilities continue to meet changing customer expectations.
- Aim 3 To provide 'Best Value' management of leisure facilities.

## Contact Us

You can contact us by post, telephone, fax or e-mail

Hermitage Leisure Centre  
Silver Street, Whitwick  
Leics, LE67 5EU  
Tel: 01530 811215 Reception/Bookings  
01530 811240 Admin/Management  
Fax: 01530 810282  
E Mail: [hermitagelc@nwleicestershire.gov.uk](mailto:hermitagelc@nwleicestershire.gov.uk)

Hood Park Leisure Centre  
North Street, Ashby de la Zouch  
Leics, LE65 1EU  
Tel: 01530 412181 Reception/Bookings  
01530 416499 Admin/Management  
Fax: 01530 411937  
E Mail: [hoodparklc@nwleicestershire.gov.uk](mailto:hoodparklc@nwleicestershire.gov.uk)

Hermitage Recreation Ground  
Hermitage Road  
Coalville  
Leicestershire  
Tel: 01530 510306

Measham Leisure Centre  
Off High Street, Measham  
Derbyshire, DE12 7HR  
Tel: 01530 274061  
Fax: 01530 273996

Castle Donington Community College  
Mount Pleasant  
Castle Donington,  
Derby, DE74 2LN  
Tel: 01332 815175  
Fax: 01332 850741

Ibstock Community College  
Central Avenue, Ibstock  
Leicestershire, LE67 6NE  
Tel: 01530 265835  
Fax: 01530 261259

<u>Key Staff</u>	<u>Title</u>	<u>Tel No.</u>	<u>E-Mail</u>
David Halstead	Manager of Community Services	01530 454696	david.halstead @nwleicestershire.gov.uk
John Richardson	Head of Sport & Leisure	01530 811240	john.richardson @nwleicestershire.gov.uk
Position Vacant	Sports Services Manager	01530 454832	
Duncan Gibb	Centre Manager Hermitage Leisure Centre	01530 811240	duncan.gibb @nwleicestershire.gov.uk
Jason Knight	Centre Manager Hood Park Leisure Centre	01530 416499	jason.knight @nwleicestershire.gov.uk
Shaun Holyland	Technical Officer	01530 811240	shaun.holyland @nwleicestershire.gov.uk
Judy Heath	Admin & Finance Manager	01530 811240	judy.heath @nwleicestershire.gov.uk
Mark Bates	Business Development Manager	01530 811240	mark.bates @nwleicestershire.gov.uk
Anne Horne	Food & Beverage Manager	01530 811240	anne.horne @nwleicestershire.gov.uk
Amy Clarke	Health & Fitness Co-ordinator	01530 811240	amy.clarke @nwleicestershire.gov.uk
Joanne Fairbrother	Part time Community		

	Leisure Manager Ilbsock Community College	01530 265835	joanne.fairbrother @nwleicestershire.gov.uk
Amainda Baines	Senior Community Leisure Manager Castle Dongington CC	01332 815175	amanda.baines @nwleicestershire.gov.uk
Claire Birchnall	Business Manager, MLC	01530 274061	claire.birchnall @nwleicestershire.gov.uk

## **Service Standards**

This section outlines what our customers can expect from us and what we expect from our customers.

### **Ten Steps to Excellence**

#### **Step 1: Putting the Customer First**

- All our activities will be geared towards improving the quality of the customer experience. We will be open, honest and friendly in all our communications with you.

#### **Step 2: Quality Customer Service**

- We will be responsive to our customers by:
  - Endeavouring to answer the telephones within 3 rings
  - Replying to Customer Comments Forms within 10 working days
  - Minimising queuing times

#### **Step 3: Product Knowledge**

- Our staff will always know, or have access to, all relevant information on the products and services that we offer.

#### **Step 4: Building Presentation**

- We will not walk past poor quality. We will maintain the building in a clean and hygienic condition daily. We will regularly maintain and decorate in an attractive way and we will invest in equipment to meet your needs.

#### **Step 5: Quality Staff**

- We will invest in "Our People" to ensure that they are appropriately and professionally qualified and competent to meet your needs. Our staff will be clearly visible through uniform and name badge.

#### **Step 6: Safe Environment**

- We will maintain a safe environment for customers and staff through effective deployment of procedures and resources and safe systems of work.

#### **Step 7: Communication and Information**

- We will always have up to date information available and displayed within the leisure centres. We encourage two way communication between customers and staff and will respond in an effective, polite and courteous manner.

#### **Step 8: Programming**

- We will develop an attractive variety of programmes and activities to meet the needs of all members of the Community. We aim to improve the health of the Community, provide opportunities for positive distraction and a range of sports development initiatives to increase the skill levels of children and adults.

#### **Step 9: Continuous Improvement**

- We will strive to make your next visit your best visit through a process of continually reviewing all our key activities.

#### **Step 10: Attitude**

- We are committed to treating all staff and customers in the manner in which you would expect to be treated yourself. If we fail to do this, we want you to let us know. In order to achieve our main objectives of ...

### **What our activity customers can expect .....**

As a user of the leisure facilities you can expect the highest level of customer service to be provided to you ensuring that your experience is a positive one. To ensure that this is so, we will endeavour to make sure that the following happen:

- Clean changing and activity areas
- Regular inspections of changing, toilet and activity areas
- Equipment set up on time and ready for your use.
- Well maintained equipment
- Suitable hire equipment available
- Secure facilities to store your valuables and personal belongings
- To be dealt with courteously by all staff
- Professionally qualified members of staff

### **What our bar and café customers can expect .....**

We aim to promote the development of healthy eating by subscribing to the healthy heartbeat award. This means we .....

- Ensure that all of our food products are not genetically modified (gm).
- That we will be moving towards ensuring all our products are considered to be fair trade.
- Ensure that a price list of all food & drink products are prominently displayed.
- Ensure that our prices compare favourably with those charged in similar eating places & bars in the area.
- Provide a menu that meets the needs of children & vegetarians.
- Ensure that all food & drinks are purchased, stored & produced in accordance with Food Safety Regulations.
- Provide a high standard of food hygiene by ensuring all catering staff are trained to the minimum standard of the Chartered Institute of Environmental Health, Food Hygiene Course, Level 1.

### **What event hirers can expect .....**

- We will respond promptly to all event enquiries and confirm all bookings within 10 days of verbal agreement.
- Provide all hirers with full and accurate information about the services we can provide.
- Ensure all the facilities hired are ready and prepared to the standard required by the hirer.
- Provide a two tier pricing structure that encourages non-profit making organisations to use our facilities.

## **What We Expect From Our Customers**

North West Leicestershire District Council is committed to promoting equal opportunities for all sections of the community. The Council aims to provide good quality and accessible services to the public and requires staff to treat the public fairly, politely and without discrimination.

In return we require that the public will not harass, threaten or use anti-social behaviour towards staff. The Council has both a moral and legal obligation to protect its staff from threats, harassment, intimidation & discrimination.

Staff in our leisure facilities will not tolerate anti-social behaviour. We reserve the right to refuse entry to our leisure facilities and may ask a person to leave, if, after being warned, they continue to cause concern or offence to staff.

In the event of this happening we will implement our Violent Abuse Policy (copies available on request)

## **Complaints, Comments & Suggestions**

We aim to provide an efficient, good quality service to our customers, but if things go wrong we will do our best to put the matter right as soon as possible.

We welcome complaints, suggestions, comments and praise about ourselves.

We will investigate complaints thoroughly and fairly.

Wherever possible we will find a remedy

We will use information from your complaint to improve our services

### **How you can make a complaint, comment or suggestion**

You can contact us in person, in writing, by telephone, by fax or by e-mail for details of who to contact & contact details please see page 4.

When you make a complaint, remember to:

- Describe as fully as you can the events that led to your complaint
- Tell us how you would like your complaint to be resolved.
- Include contact details with a daytime telephone number if possible.

### **How your complaint will be dealt with**

#### **Stage 1**

If you make a complaint in person or over the telephone we will try and resolve it to your satisfaction there and then. However, if we cannot, or if you make a complaint in writing or by e-mail we will take the following action:

- You will receive an acknowledgement by your preferred means of communication within 2 working days of receipt of your complaint informing you who is dealing with it.
- In most cases a full reply will be communicated to you within 10 days of receipt of your complaint.
- If we can't provide a full reply within 20 days we will inform you of the reason for the delay and provide a commitment as to when you will receive a full response.

#### **Stage 2**

If you are not happy with the response you receive from us, in the first instance, please contact the Centre Manager at the relevant leisure centre.

#### **Stage 3**

If you are still unhappy with the response, please write to our contact, David Halstead, the Manager of Community Services who is based at the Council Offices.

He will review your complaint and forward a full reply within 14 working days.

#### **Stage 4**

In almost all cases we expect to be able to deal effectively with your complaint. However, if you are still unhappy you can:

- Ask for the matter to be referred to the Chief Executive of North West Leicestershire District Council.
- Refer your complaint to a local Councillor.

At any time, you also have the right to refer your complaint to the local ombudsman. This is an independent person appointed by the Government to look into complaints of maladministration against local authorities. The local ombudsman will usually want to know if your complaint can be settled locally, so please try stages 1 – 3 first.

You can get information about how to contact the Chief Executive, your local Councillor or the local ombudsman from David Halstead at the Council Offices.

## **How Well We Deal With Complaints**

A summary of all Leisure Centre complaints received is displayed at our customer comment boxes in the Leisure Centres. They are also measured within our Local Performance Indicator tables. The information we will include is:

- The number and type of complaints we have received.
- The speed in replying compared with target times.
- Levels of customer satisfaction with our response.
- Any actions we have taken to improve service as a result.

It is also the Council's policy to check with a random sample of customers, that their complaint has been dealt with satisfactorily. An officer, may contact you, to ascertain your views on how the Council handled your complaint.