



Customer Charter

At London South Bank University Academy of Sport we aim to:

- Provide high quality, cost effective services
- Respond to our customer needs and listen to their views
- Provide premises which are clean and safe
- Provide customer friendly service
- Actively encourage a healthier lifestyle for all our customers
- Work in partnership with others to provide a wide range of activities
- Invest in our facilities to improve and upgrade services
- Implement environmentally friendly practices

London South Bank University Academy of Sport aims to provide a high quality service to all its customers.

CLEANLINESS

- We promise to ensure all areas have a specific cleaning and inspection schedule.
- The toilets and changing rooms will be checked at least every two hours and evidence of this will be recorded.
- We will react promptly to cleanliness issues raised by customers.

HEALTH AND SAFETY

- Our staff will undertake regular training to ensure a safe environment for our customers.
- We will meet the necessary staffing levels required to operate a leisure facility.
- We promise to inspect and test all equipment for use by customers and will correct defects within 10 days.
- We will continuously review the management of Health & Safety for the benefit of our customers and staff.
- All staff will be subject to a Criminal Records Bureau check.

ENVIRONMENTAL CONDITIONS

- All areas will be illuminated, heated and ventilated to ensure safety comfort and good playing conditions.
- We will maintain the air temperature as; Sports Hall 12 - 18°C, Fitness Suite 12 - 18°C and Free Weights' Room 12 - 18°C

- We will display an Energy Performance Certificate and pursue an Action Plan to improve the energy efficiency of our buildings.

SERVICE QUALITY

- All staff will wear a uniform and all staff will wear a name badge.
- We will answer the telephone promptly.
- All staff will answer any queries you have concerning our operation, if a member of staff cannot help you with your enquiry they will direct you to someone who can.
- We will operate a lost and found property procedure.
- All comments, complaints or suggestions will be taken seriously. Please speak directly to a member of staff or complete a customer comment form. Upon request you will receive an acknowledgement to your completed form within 10 working days.
- We promise to publish the times and availability of services. Any foreseen changes to the availability of facilities and activities will be notified to our customers through the display of an appropriate notice at reception and on our website.
- We will utilise Information Technology to enhance our customer service.
- We are committed to reviewing our service through accreditation to Quest, IFI and Mystery Visits.

PROGRAMME

- We will provide a varied programme which will offer all age groups the opportunity to participate in leisure activities.
- We aim to develop partnerships to provide opportunity for sports participation in our facilities.
- We will maintain a pricing policy that encourages access for all.
- All of our activities will be instructed by qualified staff.

CONSULTATION

- The Customer Care Notice Board will display our Customer Care Policy, Customer Satisfaction levels and feedback to customer comments.
- We will hold three Customer Forums per year and actively seek new members to join the Panel.
- Market research will be undertaken regularly to understand our customers' needs and we will feedback results through the Customer Information Point.



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ACCESSIBILITY

- We will strive to ensure our facilities are accessible to the whole community.
- We will consult with disabled users in the design of future developments.
- All of our literature can be supplied in various formats upon request.