

# CUSTOMER CHARTER

**LED's mission is to provide outstanding customer experiences for the benefit of our community.**

## **Our commitment to delivering our promise**

- We will provide a warm welcome and help you to enjoy our activities.
- We will be polite and happy to help you at all times.
- We will be recognisable by our name badge or uniform.
- We will provide clean and well-maintained venues.
- We will listen carefully to what you say so we can understand and respond to your needs.
- We will serve you as quickly as possible.
- We will respond to your written, telephone and email comments within seven working days.
- We will be polite when answering the phone.
- We will let you know if equipment is not available or is out of order before you use it.

## **How you can help us**

- Respect our teams and other customers by not being aggressive or abusive.
- Co-operate with guidance for using our venues, equipment and activities.
- When taking part in activities, take due care for your own health and safety, and that of others.
- Support new activities.
- Take part in surveys and customer focus groups.

## **Our service to you**

- We will provide safe venues and services to our customers.
- We will be trained to deliver a high standard of customer service.
- We will provide services that are relevant and welcoming for everyone, regardless of race, religion, sex, disability, age or sexuality.
- We will price services and activities to offer value for money.
- We will regularly check and clean public areas.
- We will provide effective supervision and control of customer security.
- We will maintain a pleasant and comfortable environment, with temperatures, lighting and ventilation appropriate for the activities taking place.
- We will maintain a balanced programme of activities and services which cater for all our users.
- We will aim to make sure our equipment is serviced and maintained to a high standard.

**LED Community Leisure is a charitable, not-for-profit organisation set up to provide community benefit.**



**Scan the QR code to offer your feedback** We'd love to hear what we do well, and what we can improve on.



[www.ledleisure.co.uk](http://www.ledleisure.co.uk)

