

South Suffolk Leisure

Customer Care Policy



“South Suffolk Leisure is committed to providing exceptional facilities and services for everyone...”

Registered Office:

South Suffolk Leisure
Hadleigh Pool & Leisure
Stonehouse Road
Hadleigh
Suffolk
IP7 5BH

Hadleigh Pool & Leisure	01473 823470
Hadleigh High Leisure Centre	01473 823470
Kingfisher Leisure Centre	01787 375656
Sudbury Sports Centre	01787 373132
East Bergholt Sport Centre	01206 299340
Peninsula Sport Centre	01473 328015

www.ssleisure.co.uk
www.littlekingfishers.co.uk

Customer Care Policy

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Sudbury Group Facilities Include:

- Sudbury Sports Centre
- Little Kingfishers
- Kingfisher Leisure Centre

Useful Contact Numbers:

Kingfisher Lesiure Centre	01787 375656
Little Kingfishers	01787 375656
Sudbury Sports Centre	01787 373132

Hadleigh Group Facilities Include:

- Hadleigh Pool and Leisure
- Hadleigh High Leisure Centre
- East Bergholt Sports Centre
- Peninsula Sport Centre

Useful Contact Numbers:

Hadleigh Pool & Leisure	01473 823470
Hadleigh High Leisure Centre	01473 823470
East Bergholt Sport Centre	01206 299340
Peninsula Sport Centre	01473 328015

Customer Care Policy

Customer Charter

South Suffolk Leisure is committed to providing exceptional facilities and services for everyone.

OUR VISION...

'LEADING THE WAY TO ACTIVE LIVING'

OUR MISSION

'To promote and improve healthy living for our community through accessible active leisure.'

OUR SERVICE

We will...

- provide a wide range of facilities and activities that meet the needs of the community that are balanced, affordable, and accessible to all
- acknowledge when we get things wrong and work with you to put them right.

OUR STAFF

Will...

- make you feel welcome
- be approachable, courteous and polite
- be trained and knowledgeable
- listen to you feedback and comments
- be recognisable by wearing uniform and name badges
- take every opportunity to help meet your needs and if they can help arrange someone suitable qualified to do so

OUR FACILITIES

We will...

- provide facilities that are clean, well maintained and safe
- ensure cleaning standards are maintained regardless to the time of day
- keep the temperature of activity areas suitable for individual sessions

WE ASK OUR CUSTOMERS TO...

- Enjoy your visit, tell your friends and tell us when we get it right or wrong

YOU CAN CONTACT US...

- In person at reception our customer service team are trained to help
- Via our website:
www.ssleisure.co.uk/contact-us
- Fill in a customer comments card
- By telephone
- By writing us a letter

Customer Care Policy

#We'd love to hear your feedback on us...

Let us know what you think of the services we provide.

Tell Us...

1. Which part/s of your customer experience are you commenting on?
2. Which activity area are you commenting on?
3. Would you say that you are making a;
 - a. Complaint: An expression of grievance or resentment
 - b. Compliment: An expression of satisfaction
 - c. Comment/suggestion: An observation or idea for consideration
4. What are you telling us?
5. Would you like someone to respond to your comment?
6. If Yes, how would you like to be contacted?
 - a. Phone
 - b. Email

What happens to your comments...

All of your complaints, compliments and comments/suggestions are logged on to our efocus portal and automatically sent to the most suitably qualified member of our team to deal with.

You can expect to hear from our team within 48 hours. If your points required further investigation or consideration a follow up contact will be made within 7 days.

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The fastest way to resolution...

In person to our team

Our customer service advisors are trained to help in the first instance. If your feedback is about something that can be resolved immediately let us know and we will get it sorted.

ie: A breach in health and safety standards

No sugar for your coffee

The changing room's cleanliness fall short of our standards

You need a brochure or some information on our facilities

You had an amazing visit and wanted to commend a member of the team

We respectfully ask that you do not engage in lengthy conversations with our lifeguards while watching the pool.

e-focus Portal

Our e-focus portal is used to collate all of your complaints, compliments, comments/suggestions.

Visit www.ssleisure.co.uk/contact-us

Whatever method of feedback you choose we log it all. This ensures that you are directed to the most suitability qualified member of staff as quickly as possible.

Whether you choose to contact us by;

Telephone

We receive a high volume of calls each day and an automated system will answer your call.

The customer service team will log your feedback onto the e-focus portal. Some of our calls are recorded for quality and training purposes.

Customer Comment Card

Complete a card that can be found in all of our reception areas and post them in the box provided. These boxes are emptied on a daily basis so this may cause a slight delay to your response. This information is then logged on to our e-focus portal.

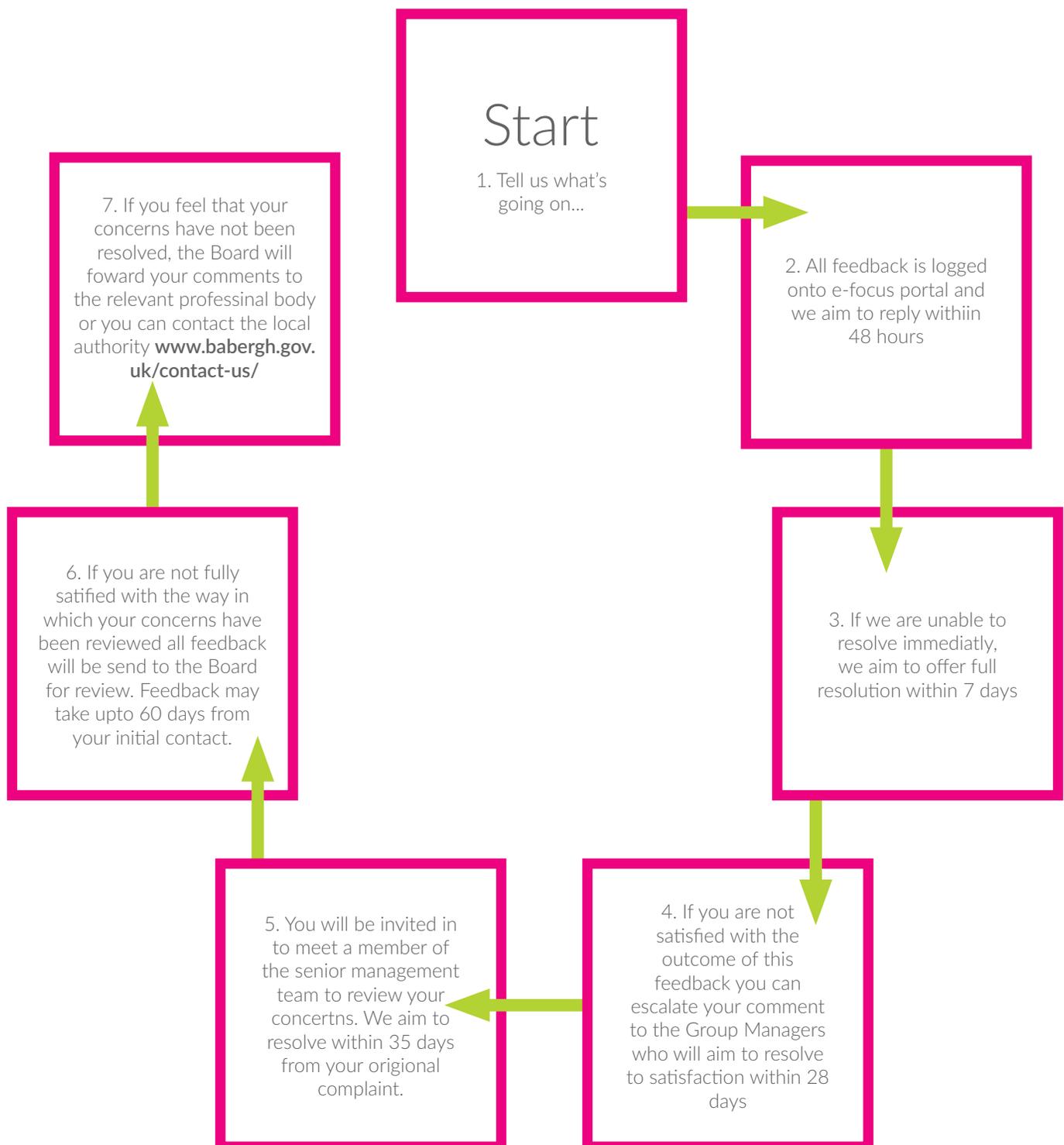
Letter

You can always write us a letter. You will need to take into account that we can only respond once this has been received and added to our e-focus portal.

Hand delivery is faster than Royal Mail.

Customer Care Policy

The Journey...



Customer Care Policy

Customer Insight

We would like to understand our customers, improve customer service to increase customer satisfaction and loyalty.

Our Customer Insight Programme includes tools that identify what's important to our customers, understand how they want services delivered, and measure and monitor whether they are meeting their needs.

Net Promoter Score

A Net Promoter Score is obtained via a satisfaction survey with only one question 'how likely is it that you would recommend our company to a friend or colleague? Customer's responses – rated from 0 to 10 which places them in one of three groups. 'Promoters' rate the company nine or ten, 'Passives' seven to eight and 'Detractors' zero to six. The percentage of Detractors is then subtracted from the percentage of Promoters to obtain the NPS.

Call-Focus™

This is our telephone mystery shop service to monitor, measure and improve our call handling services. This monitors and measures on a regular basis how well our telephones are getting answered and then to use the results to encourage and train staff to improve

Visit-Focus™

This is our mystery shop service to monitor, measure and improve our customer experience. Experienced mystery shoppers ring and then visit the centres making membership (or general) enquiries 4 times over a 12 month period. This allows us to monitor the service we are providing in real life situations, giving qualitative feedback to encourage and train staff to improve.

Customer Care Policy

Access

South Suffolk Leisure ensures that all the facilities and services managed are accessible to all. Disability access audits are completed to ensure auxiliary provisions are available for our users.

Parking

- There are disabled parking spaces close to the front of the buildings and have ramped entrances for customers with mobility difficulties. There are parent & child spaces also located close to the front entrance at most centres.

Information

- Providing information to enable people with or without disability to make real and informed choices about them.
- Making published information available by request in appropriate formats (e.g. large print, audio tape, computer disc and Braille), and accept and respond to correspondence in these formats.
- Keeping abreast of assistive technologies and introducing the use of new ones as appropriate.

Assistance

- Ensure that hearing loops or other auxiliary aids are available.
- Lift access is available to the first floor of the buildings.

Changing

- All sites have ample changing spaces available for all users. There are also specialised changing and toilet facilities available for users with mobility restrictions.
- Specialist water wheelchairs are available at Kingfisher Leisure Centre to enable wheelchair users to enter the pool with limited assistance;
- Hadleigh Pool & Leisure has a lift facility to lower users into the water and also lift them out.

SSL has an Equality Policy and plan to ensure our operations are fully compliant with the Equality Act 2010. If you have any questions about the accessibility of our building please call us now.

Customer Care Policy

Data Protection Act 1998

South Suffolk Leisure (SSL) has a comprehensive Data Protection Policy the guidance of which explains what charities and voluntary organisations need to do to comply with the Data Protection Act 1998 and the Privacy and Electronic communications (EC Directive) Regulations 2003 when carrying out their marketing activities.

The Act and the Regulations both affect the way staff can carry out unsolicited direct marketing (that is, direct marketing which has not specifically been asked for). Charities should be aware that unwanted marketing is something which many individuals tell us they find very annoying.

SSL is registered with the Data Protection Agency and this registration is updated in March of each year.

SSL needs to collect and use certain types of information about people with whom it deals in order to operate. These include members of the public, clients and customers, current past and prospective employees, suppliers, and others with whom it communicates.

This personal information must be dealt with properly and securely however it is collected, recorded and used (whether on paper, in a computer, or recorded on other material) and there are safeguards to ensure this in the Data Protection Act 1998.

SSL has a wide range of activities to suit everyone. Data will be entered onto our mailing list database so that we can provide further details from SSL that may interest the customer. SSL will only use the information for its own purposes and will never knowingly pass data to any third party.

SSL regards the lawful and correct treatment of personal information as very important to the successful and efficient performance of the service, and to maintaining confidence between those with whom we deal and ourselves. We ensure that our organisation treats personal information lawfully and correctly.

Some of our calls are recorded for quality and training purposes.