

Customer Charter



bridport
leisure centre

MISSION STATEMENT

The stated overall objective of Bridport and West Dorset Sports Trust is:

“...The provision and maintenance of recreational facilities for the benefit of the inhabitants of West Dorset and its neighbourhood without distinction of political, religious or other opinions with the object of improving the conditions of life for the said inhabitants.”

At Bridport Leisure Centre we aim to:

- Provide a high quality, cost effective service
- Respond to our customers needs and listen to their views
- Provide premises which are clean and safe
- Provide a customer friendly service
- Actively encourage participation by all our residents
- 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

Bridport & West Dorset Sports Trust leisure facilities include:

Bridport Leisure Centre
01308 427464

Hyde Real Tennis Court
01308 420777



CUSTOMER CHARTER

Bridport Leisure Centre 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.

If you are unhappy with the standard of cleanliness please let the Duty Manager or a Receptionist know so that we can put it right.

HEALTH AND SAFETY

Our Lifeguards will be observant at all times, and we will meet the necessary lifeguarding ratios under the Health and Safety Executive guidelines.

We promise to inspect and test all equipment for use by customers and whenever possible will have defects corrected within 14 working days.

We promise to continuously review the management of Health and Safety for the benefit of any customers and staff.

ENVIRONMENTAL CONDITIONS

We will maintain the Main Pool and Teaching Pool water at 29°C.

We will chemically balance and regularly test our pool water to ensure customer comfort and safety.

All areas will be illuminated, heated and ventilated to ensure safety, comfort and good playing conditions.

SERVICE QUALITY

All operational staff will wear a uniform and all staff will wear a name badge.

We will inspect the building regularly throughout the day.

We will answer the telephone promptly.

All staff will answer any queries you have concerning our operation, if they cannot help you they will direct you to someone who can.

We will operate a lost 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. Your views are important to us.

You will receive a reply to your Customer Comment form within 10 working days.

We promise to publish the times and availability of services.

The Customer Comments Board will detail customer satisfaction levels.

Our Customer Care Policy will be displayed on the Customer Information Board.

Any foreseen changes to the availability of facilities and activities will be notified to our customers by display of an appropriate notice on the Customer Information Board.

We will consult with customers regularly through our Manager's Clinics.

Market research will be undertaken regularly to assist us to understand our customer needs.

Visit our website for the latest news, events and timetables

www.bridportleisure.com