



Customer Charter

The purpose of this charter is to provide a clear outline of our commitment to all our customers and how we address queries or issues that may arise. This charter sets out the standards of service you as a customer may expect from Roscrea Leisure Centre.

Our Customers are made up of diverse groups and include, members, internal customers, and members of the public, schools, groups, suppliers & contactors. (This list is not exhaustive)

Internal Customers.

We aim to ensure our staff are recognised as internal customers and that they are supported and consulted with regard to service delivery issues and policies. We acknowledge the important role our staff play in contributing to the operation of the centre and the delivery of high standards of customer service. Internal customer service is a two way process, we are all customers of each other. Good external and internal customer service share the same qualities – timeliness, courtesy, respect, dignity openness and consistency. We acknowledge the contribution input and views of the people who work with us.

Our commitment to you:

Courtesy – Consideration – Openness – Impartiality - Professionalism

Meeting your needs is important to us and we aim to achieve this by;

- Delivering the best possible service and providing information regarding products and services.
- Treating all customers properly, fairly, impartially and with courtesy and respect.
- Maintain privacy and confidentiality where appropriate.
- Be open and honest in our dealings with you.
- Explain the decision making process where necessary.

Our Performance:

- Review and evaluate performance
- Maintain ongoing training standards in accordance with industry best practice.
- Examine service delivery and develop new strategies in order to meet all customer needs where possible within the business remit.
- Maximise the benefits of Information Technology to continuously improve service delivery.

Staff:

- Staff will be easily identifiable in uniform
- Staff will listen to customer specific requirements/comments and ask appropriate questions.
- Staff will record details where necessary.
- All staff where possible will deal with a customer query or issue and try to resolve the situation to the mutual satisfaction of the customer and business needs. If a particular staff member cannot assist the customer adequately they will immediately elevate the issue to the Team Leader on duty who will then deal with the situation. The Team Leader will report directly to the general manager and will advise the initial staff member of the outcome.



Reception:

- Customers will receive a polite, warm and welcoming reception service.
- Staff will deal with customer queries as efficiently as possible.
- All queries should be dealt with courteously, promptly and effectively. This requires staff to communicate clearly, listen, assess inform take action, take messages and report to TLs.
- Reception areas will be clean and comfortable with facilities well sign posted and provision made to display leaflets and other information.

Telephone:

- On answering the telephone, a clear greeting should be given as follows – Good Morning/afternoon/evening- Roscrea Leisure Centre – the name of the person answering the call
- If the customer has to be transferred, they will be put on hold and then informed prior to transfer.
- If the employee is unable to transfer the call he/she will take details and arrange action.

Written Comments or complaints:

- Comment cards are available at reception for customers to record comments and communicate their impression of service standards, cleanliness or experience. These can be posted into the box available. At the end of each day the comments will be recorded and elevated as required.
- Written complaints can be made via customer complaint forms (available from reception) - by email to info@roscrealc.ie or in letter format. All written complaints will be answered within 10 working days by the General Manager or appointed deputy.
- The management team will analyse comments and complaints every quarter to identify trends and ensure remedial action is taken where necessary.

Cleanliness:

Cleanliness of the centre is a high priority. A daily, weekly and deep clean rolling schedule is in place in the centre. The responsibility of its implementation lies with the TL on duty and individual employees on shift in specific areas of the centre. The schedule is discussed at management meetings and improvements made as necessary.

Maintenance:

A rolling programme of planned preventative maintenance is in place for all equipment and machinery in the centre. This endeavours to ensure defects are repaired within an agreed timescale and that systems function effectively. In cases when unplanned defects occur contractors are called immediately on the GMs authority if the service to customers is compromised.

Customer Responsibilities – Help us to Help you!

Customers have a vital role to play in assisting us to achieve its service commitments. By adhering to the following principles you will greatly assist us in delivering a quality service to you:



Providing accurate information:

- Ensure details of complaints are correct, time, date, location, employee name ECT.
- Familiarise yourself with the terms and conditions of memberships, special offers, safety information and general rules and regulations of the centre.
- Provide us with accurate contact details including a daytime telephone number and email address in all correspondence.
- Adhere to all centre rules and regulations.

Cooperating with centre staff:

- Treat all staff with the same courtesy, dignity and respect you would like to receive.
- Afford staff due respect and freedom to carry out their duties and refrain from intimidating or threatening staff in any manner whatsoever. (this includes posts on social media)
- The following behaviour is unacceptable from any customer towards staff:
 - Harassment of staff by use of abusive, racist or threatening language.
 - Use of violence or threat of violence towards staff members.
 - Disruptive behaviours which is disruptive and interferes with normal operations.
 - Social media comments that questions staff professionalism and execution of their duties.

Where staff are subjected to such treatment the individual will be excluded from the centre and any membership will be terminated immediately. The management reserves the right of admission to its centre and facilities.

Complaints.

We strive to deliver the best possible service to you, however should it happen that you are not happy with the service provided we will deal with your complaint in a timely courteous manner.

In the first instance please bring your complaint to the attention of the Manager on Duty who will attempt to resolve the issue to the satisfaction of all concerned.

If this does not happen please put your complaint in writing to the General Manager by letter or email at info@roscrealc.ie, providing as much information as possible. The GM will acknowledge receipt of your complaint with 7 days and will investigate and respond to you within 21 days where possible. When we make a mistake we will apologise same, explain why it happened and rectify the matter immediately.

Feedback.

We are committed to consulting with our individual customer regarding their needs and to evaluate our service, you can help us by bringing your comments directly to us using our comment cards, complaint forms, speaking with our managers by phone or via e-mail.



Code of Conduct for Customers and Members of the public

Roscrea Leisure Centre aims to provide a high quality of service, in a safe secure environment. In order to achieve this, we would ask our customers to note that the following behaviour will not be accepted

1. Disruptive behaviour which interferes with use and enjoyment of the facility by other users or compromises the Health, Safety and Welfare of staff and users.
2. Harassment of staff or other users by use of abusive, insulting, racist, obscene or threatening language.
3. Use of violence or threats towards staff or users.
4. Malicious damage to or theft of property.
5. The use of alcohol and/or drugs is strictly prohibited at our facility
6. Smoking in public areas other than the designated smoking area.
7. Public property being left unattended while using the facility.
8. The use of social media to publish negative/inappropriate comments, threats or defamatory comments regarding our staff or users.

Should anyone engage in such conduct they will be immediately and permanently excluded from the centre and may be reported to the authorities.