

# Customer Statement and Charter

At Active Northumberland we put the needs of all our customers first and are committed to providing a responsive, accessible and professional service that seeks to improve at every opportunity. Customers can expect us to be welcoming, courteous and respectful and we will deal promptly with any issues that may be of concern.

We welcome any comments that will help us to improve our service and invite you to complete a Customer Comments Card and place it in the box provided. If you would like some assistance today, please ask any member of staff. We're all here to help you enjoy your visit.

## **We promise that we will do everything we can to ensure that**

- all our facilities are clean, safe, secure and well maintained,
- our environmental conditions are as comfortable as possible,
- our pool water quality meets the highest standards,
- all our equipment is serviced and maintained in good condition,
- regular checks of our facilities are conducted,
- the time and availability of our services are as published in our leaflets,
- our prices are kept at a competitive level, to offer excellent value,
- our staff are always smartly presented, easily identifiable, appropriately qualified and above all, available to help at any time,
- a balanced programme of activities is offered to cater for the needs of all sections of our community,
- our facilities are ready to use within 5 minutes of the time of your booking (to allow for any equipment 'change-overs'),
- any unavoidable changes to our programme are published in advance,
- customer surveys are regularly undertaken and the results acted upon to ensure we are meeting the standards of service expected,
- and we will always listen to our customers and be responsive to your concerns or suggestions.