

## **East Ayrshire Leisure Customer Service Charter**

This Charter sets out the standards of customer service you can expect from us as part of East Ayrshire Leisure's drive to put the customer first and deliver high quality services.

### **We promise to:**

- Always be professional, approachable, helpful and courteous
- Treat you fairly and with respect regardless of your ethnicity, disability or gender
- Serve customers as quickly and as effectively as possible
- Observe privacy and confidentiality where appropriate
- Inform you of the action we will take in response to your enquiries, providing feedback and remedial actions within set timescales
- Provide clear, accurate and up-to-date information regarding our facilities and services including online resources
- Provide facilities that are welcoming, safe, clean and suitable for use
- Offer a balanced programme of activities and services that cater for all user groups
- Actively seek your views and opinions to help us improve our services

To help us achieve our customer standard commitments we ask that you:

- Are courteous and respectful towards us
- Let us know if you need a service to be provided in a different way to meet your individual needs
- Co-operate with staff carrying out their duties and with the guidance for use of our facilities