

Customer Service Standards

East Ayrshire Leisure is committed to delivering the best possible customer experience across all our services and to working with a continuous focus on improvement and development.

We will work to the following standards which will help us deliver the highest possible levels of customer service.

If you write to us

We will-

- Answer all enquiries by letter/fax or e-mail within 7 working days of receipt or keep you updated if an answer will take longer
- Ensure our responses are clear and easy to understand
- Provide you with a name and contact details for the person dealing with your enquiry

If you phone us

We will-

- Answer all calls promptly
- Answer politely, giving the name of our organisation and facility
- Take your number and ring you back if your enquiry will take some time
- Try to direct your call to someone who can help if we are unable to answer your enquiry

If you visit us

We will -

- Always greet you on arrival and give you our full attention
- Ensure our facilities are welcoming, clean and tidy
- Ensure information displayed is up-to-date and accessible including facilities opening hours
- Identify ourselves as staff by wearing an ID badge/uniform?
- Deal with your enquiry efficiently as soon as possible
- Inform you if there is a delay in dealing with your enquiry
- Maintain the highest possible standards of health and safety

Feedback

We welcome all customer feedback. We would like to know when you think we have done things well and also where you think we could improve. If you want to comment on our service or suggest improvements please speak to a member of staff or complete our feedback form which is available on our website and at every facility.