

CUSTOMER CARE POLICY



We are prepared to listen and learn from your comments when things are brought to our attention.



We actively pursue customer opinions in order to learn and grow.



We strive to find the best way to satisfy the demands of your valued custom.



We constantly review and audit our procedures to ensure you enjoy your leisure time with us - safely!

This leaflet is available in large print and other languages

www.sencio.org.uk

Edenbridge Leisure Centre, Stangrove Park, Edenbridge, Kent TN8 5LU Tel: 01732 865665

Sevenoaks Leisure Centre, Buckhurst Lane, Sevenoaks, Kent TN13 1LW Tel: 01732 470700

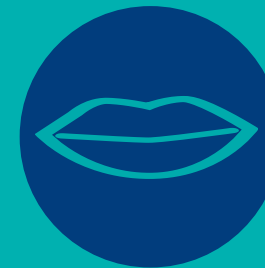
White Oak Leisure Centre, Hilda May Avenue, Swanley, Kent BR8 7BT Tel: 01322 662188

Lullingstone Park Golf Course, Park Gate Road, Chelsfield, Kent BR6 7PX Tel: 01959 533793

Wilderness Sports Centre, Seal Hollow Rd, Sevenoaks, Kent TN13 3SL Tel: 01732 451437

Head Office: 66 London Road, Sevenoaks, Kent TN13 1AT Tel: 01732 746010

STRIVING TO KEEP YOU SMILING



"Our customers are important to us and that's why we are striving to exceed your expectations".



sencio
community leisure



WE STRIVE TO MAINTAIN A PLEASANT ENVIRONMENT

We strive to provide a welcoming experience with polite and clearly identifiable members of the team ready to assist you.

We create a friendly and approachable atmosphere respecting the privacy, dignity and beliefs of all our customers.

We aim to provide a wide range of facilities for all ages and every ability in a safe and secure environment.

We strive to deal with your enquiries, bookings and requests for services promptly and efficiently.

We provide a member of management should you need to discuss any concerns.

We monitor cleanliness levels throughout the day across all areas of our facilities.

We ensure all equipment provided is in good working order and repaired promptly.

We aim to deliver a comfortable swimming experience by maintaining pool water temperatures consistently between 85 and 90°F degrees and ensuring good water quality.

We aim to ensure you have a safe visit through clear policies and trained staff.



WE STRIVE TO KEEP CUSTOMERS INFORMED

By providing you with current and accurate information on our services.

By ensuring our staff provide informed and helpful advice about our facilities and services.

By providing as much advance notice as possible should it become necessary to temporarily close facilities.



WE STRIVE TO LISTEN AND LEARN

We will answer your call promptly in a polite, professional and friendly manner, striving to identify the most appropriate person to deal with your enquiry as quickly as possible, or where necessary, we will arrange for someone to call you back.

We value your feedback (including customer surveys and mystery shoppers) and use the information to continually improve our service.

We strive to correct things that have gone wrong as quickly as possible.

We will acknowledge your compliments, comments, complaints and concerns within five working days.

We will not baffle you with jargon and will keep you informed at every stage until the matter is resolved.

We review our services on a regular basis to achieve continuous and sustained improvements.

We ensure you have opportunities to give us feedback on our facilities and services by providing you with various opportunities to do so:

- Speak to a member of staff
- Fill in a comment card available in the reception area
- Write a letter to your Centre Manager
- Email to customerservices@sencio.org.uk

