

# Low Port Education Centre

## Customer Service Standards

- We will offer access to our residential, outdoor education and community facilities to the communities of West Lothian and further a field.
- We aim to deal with all enquiries promptly, efficiently and with courtesy, and will identify ourselves by name and service when using the telephone.
- We aim to provide an initial response to all requests for the service within 3 working days, and to provide a written response within 7 working days.
- We aim to acknowledge receipt of suggestions, comments and complaints within 1 working day and where required, to provide a written response within 5 working days.
- We aim to deliver our services through staff who are trained, professional, polite and helpful at all times.
- We aim to provide a high quality service to all our customers, and to reach an overall target of 90% customer satisfaction.

## Outdoor Education Standards

- We provide current best practice and safety standards in delivery of our Outdoor Education Service, through expert staff and up to date equipment. We will maintain AALA (Adventure Activities Licensing Authority) licence number RO116. Licence details can be authenticated by telephoning AALA on: 029 2075 5715.
- In any year we aim to deliver outdoor education provision to 50% of West Lothian schools with 75% of West Lothian schools involved over a 3 year period.
- We will respond to all forms for Education Excursions (EE1) that requires Council approval within 14 days, provided it has been received within the appropriate timescale.

## Residential, Catering & Domestic Standards

- We aim to have the Residential Wing occupied for 75% of the available time.
- We will provide a high standard of cleanliness in all areas of Low Port Centre and ensure compliance with environmental regulations in all food preparation.
- We will offer healthy and nutritious menus in our range of catering options, including the daily provision of 5 portions of fruit and vegetables to our residents.

## Other Standards

- We aim to work in partnership with all West Lothian schools to ensure that information about our summer activity programme is distributed to every West Lothian school child who is of age to participate.
- We aim to offer HSE (Health & Safety Executive) First Aid at Work refresher training to 95% of candidates on our register at times to meet certificate expiry dates.
- We aim to arrange for the issue of regular, accurate invoices either within 31 days of service delivery or at the end of each school term (school accounts only).
- We will clear for payment all correctly submitted invoices within 20 days.