

Sport and Outdoor Education

Customer Service Standards

We will:

- Provide a quality service that delivers high levels of customer satisfaction in the following areas:
 - **Sport and Physical Activity**
 - **Outdoor Education**
 - **Residential and Community Facilities**
- Treat you with respect and be friendly and helpful.
- Identify ourselves when dealing with you.
- Respond to all booking enquiries within five working days.
- Where appropriate, acknowledge receipt of comments, complaints and suggestions within two working days and offer a fuller response within five working days.
- Ensure that the information we provide is relevant and delivered in a way that meets your needs.
- Strive to provide services that are open and accessible.
- Consult you about the quality of our service, how well it meets your needs and use this information to make improvements to our service.

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