What happens to my comment / complaint?

Lisburn & Castlereagh City Council aims to resolve complaints as efficiently and effectively as possible. On receipt of your complaint it will be directed to the appropriate department. You will be advised within five working days that your complaint has been received, how it is progressing and if it has been resolved. If the matter cannot be resolved within the five working days you will be advised of this and you will be given a target date by which you will receive a full response.

What if I am not satisfied with the response?

In the event you should not be satisfied with the full response when you receive it, you can have the matter reviewed by the Director of the Department concerned. If you are then still dissatisfied you can request a review by the Chief Executive. Following the review by the Chief Executive, if you are still unhappy with the final response you can pursue the matter by contacting:

N.I. Public Services Ombudsman
33 Wellington Place, Belfast, BT1 6HN
Tel: **028 9023 3821** Web: **www.nipso.org.uk** Email:**nipso@nipso.org.uk**

The Commissioner will expect complainants to exhaust the Council's procedure before carrying out any investigations.

Lisburn & Castlereagh City Council

www.theleisureplex.com
www.theicebowl.com
www.castlereaghhills.com

5 Contact Details for Sports Services Facilities

Dundonald International Ice Bowl
T: 028 9080 9100
E: icebowl@lisburncastlereagh.gov.uk
F: Dundonaldicebowl
W: www.theicebowl.com

Lagan Valley LeisurePlex
T: 028 9267 2121
E: leisureplex@lisburncastlereagh.gov.uk
F: LaganValleyLeisureplexLisburn
W: www.theleisureplex.com

Lough Moss Leisure Centre
T: 028 9081 4884
E: loughmoss@lisburncastlereagh.gov.uk
F: Beactivelisburncastlereagh

Glenmore Activity Centre
T: 028 9266 2830
E: glenmore@lisburncastlereagh.gov.uk
F: Beactivelisburncastlereagh

Grove Activity Centre
T: 028 9267 1131
E: grove@lisburncastlereagh.gov.uk
F: Beactivelisburncastlereagh

Kilmakee Activity Centre
T: 028 9030 1545
E: reception.kilmakee@lisburncastlereagh.gov.uk
F: Beactivelisburncastlereagh

Laurelhill Sports Zone
T: 028 9267 1131
E: grove@lisburncastlereagh.gov.uk
F: Beactivelisburncastlereagh

Aberdelghy Golf Course
T: 028 9266 2738
E: aberdelghy@lisburncastlereagh.gov.uk
F: Beactivelisburncastlereagh

Castlereagh Hills Golf Course
T: 028 9044 8477
E: chgc@lisburncastlereagh.gov.uk
F: castlereaghhillsgolfcourse
W: www.castlereaghhills.com

Sports Development Unit

Adrian Baron
Sports Development Officer
T: 028 9250 9556
E: adrian.baron@lisburncastlereagh.gov.uk

Faron Morrison
Sports Development Officer
T: 028 9081 1969
E: faron.morrison@lisburncastlereagh.gov.uk

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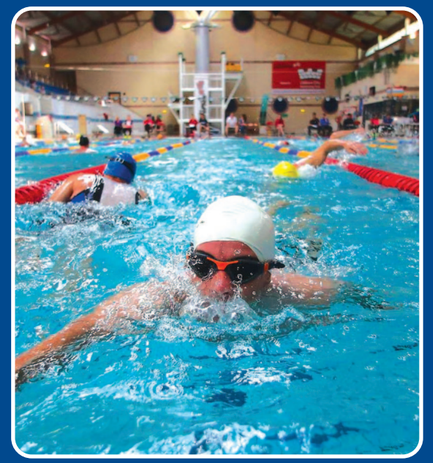
May 2019

Sports Services Unit
Customer Charter



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CUSTOMER SERVICE EXCELLENCE® CSE

1 Purpose of the Lisburn & Castlereagh City Council Sports Services Unit

In partnership with relevant stakeholders ensure the efficient delivery of Sports Services programmes, events and facilities to encourage and promote participation in physical exercise and healthy lifestyles amongst residents and visitors to the Lisburn & Castlereagh City Council area.

2 Customer Service Standards

When visiting or contacting a Sports Services Facility or taking part in a programme or event organised by the Sports Services Unit:

We Will	How we will measure this
Work towards ensuring that customers experience staff who are friendly, willing and helpful.	Via customer questionnaires where we aim to achieve a target of 90% of customers rating us either excellent or good across all facilities/services.
Ensure that customers experience the highest standards of cleanliness across all facilities at all times.	
Ensure that all information provided to customers is accurate and easy to understand.	
Provide a value for money service to customers.	
Ensure that the highest standards of health and safety are maintained at all times.	
Maintain relevant equipment to ensure that it is in good working order.	Via customer questionnaires where we aim to achieve a target of 90% of customers rating us either excellent or good across all facilities/services.
Work towards ensuring that all facilities/services are accessible to disabled customers and that, where necessary, appropriate reasonable adjustments are made to services.	

- Based upon customer feedback we will carry out an ongoing review of how we perform against our service objectives to help identify and act upon any potential dips in performance.

Other Customer Service Objectives

- To provide a balanced programme of activities, courses, events, etc across all facilities/services.
- To provide competent and well motivated staff who are trained to the best industry standards.
- To ensure that all staff working with children and vulnerable adults are suitably vetted and trained in issues relating to safeguarding.

3 Communicating with the Sports Services Unit

- It is our aim to ensure that all communications with customers via email, letter, telephone calls, social media etc will be undertaken in a manner which is prompt, polite, helpful and professional.
- Wherever possible we will try to ensure that if necessary information will be provided to customers via alternative means such as large print leaflets/letters, interpreting services etc.

Sports Services Response Timescales

We have the following timescales in place for responding to customer contacts:

Timescales

When you contact us	We will	Within (timescale)
By Telephone	Answer/Respond to your call	If no answer within 6 rings, leave voicemail - responded to within 1 working day
Via Email	Respond to your email	Within two working days
Via Facebook	Respond to your private message	Within 1 working day
Via Letter	Respond to your letter	Within five working days
To make a block or event booking	Process your booking	Within five working days
To apply for a Vitality Membership	Process your booking	Within three working days

4 Customer Comments

We will at all times work towards encouraging customers to provide us with relevant feedback in person, by telephone, by email and by social media.

Please let us know, if:

- You have a compliment to make regarding the service provided or regarding a member of staff.
- You have a suggestion which might help us improve upon the service provided.
- You feel we have failed to provide a satisfactory level of service.
- The service delivery has been delayed.
- You feel that a member of staff has failed to carry out his/her duties in a polite, helpful and professional manner.
- You feel that the service provided is unfair.
- There is any other matter which you would like to make us aware.

We would encourage customers to pass on any comments or complaints in person to a member of staff at the appropriate facility or service, however if you would like to make a more formal complaint, then:

- Complete and return a Customer Comment Form at the relevant centre.
- Email your complaint to the relevant centre – See list of email contact details at the back of this booklet.
- Record your comment online by visiting; www.lisburncastlereagh.gov.uk/information/comments-and-complaints