

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.



5 Contact Details for Sports Services Facilities

Dundonald International Ice Bowl

T: 028 9080 9100
E: icebowl@lisburncastlereagh.gov.uk
f [dundonaldicebowl](https://www.facebook.com/dundonaldicebowl)
f [vitalitylisburncastlereagh](https://www.facebook.com/vitalitylisburncastlereagh)
@ [theicebowl Dundonald](https://www.instagram.com/theicebowl Dundonald)
W: www.theicebowl.com

Lagan Valley LeisurePlex

T: 028 9267 2121
E: leisureplex@lisburncastlereagh.gov.uk
f [laganvalleyleisureplexlisburn](https://www.facebook.com/laganvalleyleisureplexlisburn)
f [vitalitylisburncastlereagh](https://www.facebook.com/vitalitylisburncastlereagh)
@ [theleisureplexlisburn](https://www.instagram.com/theleisureplexlisburn)
W: www.theleisureplex.com

Lough Moss Leisure Centre

T: 028 9081 4884
E: loughmoss@lisburncastlereagh.gov.uk
f [beactivelisburncastlereagh](https://www.facebook.com/beactivelisburncastlereagh)
f [vitalitylisburncastlereagh](https://www.facebook.com/vitalitylisburncastlereagh)
W: www.lisburncastlereagh.gov.uk

Glenmore Activity Centre

T: 028 9266 2830
E: glenmore@lisburncastlereagh.gov.uk
f [beactivelisburncastlereagh](https://www.facebook.com/beactivelisburncastlereagh)
f [vitalitylisburncastlereagh](https://www.facebook.com/vitalitylisburncastlereagh)
W: www.lisburncastlereagh.gov.uk

Grove Activity Centre

T: 028 9267 1131
E: grove@lisburncastlereagh.gov.uk
f [beactivelisburncastlereagh](https://www.facebook.com/beactivelisburncastlereagh)
f [vitalitylisburncastlereagh](https://www.facebook.com/vitalitylisburncastlereagh)
W: www.lisburncastlereagh.gov.uk

Kilmakee Activity Centre

T: 028 9030 1545
E: reception.kilmakee@lisburncastlereagh.gov.uk
f [beactivelisburncastlereagh](https://www.facebook.com/beactivelisburncastlereagh)
f [vitalitylisburncastlereagh](https://www.facebook.com/vitalitylisburncastlereagh)
W: www.lisburncastlereagh.gov.uk

Billy Neill MBE Country Park Gym

T: 028 9244 7100
E: info.billyneill@lisburncastlereagh.gov.uk
f [beactivelisburncastlereagh](https://www.facebook.com/beactivelisburncastlereagh)
f [vitalitylisburncastlereagh](https://www.facebook.com/vitalitylisburncastlereagh)
W: www.lisburncastlereagh.gov.uk

Aberdelghy Golf Course

T: 028 9266 2738
E: aberdelghy@lisburncastlereagh.gov.uk
f [beactivelisburncastlereagh](https://www.facebook.com/beactivelisburncastlereagh)
W: www.aberdelghygolfcourse.co.uk

Castlereagh Hills Golf Course

T: 028 9044 8477
E: chgc@lisburncastlereagh.gov.uk
f [CastlereaghHillsGolfCourse](https://www.facebook.com/CastlereaghHillsGolfCourse)
W: www.castlereaghills.com

Laurelhill Sports Zone

T: 028 9267 1131
E: grove@lisburncastlereagh.gov.uk
f [beactivelisburncastlereagh](https://www.facebook.com/beactivelisburncastlereagh)
W: www.lisburncastlereagh.gov.uk

Dundonald Caravan Park

T: 028 9080 9100
E: dundonaldcaravanpark@lisburncastlereagh.gov.uk
f [dundonaldicebowl](https://www.facebook.com/dundonaldicebowl)
@ [theicebowl Dundonald](https://www.instagram.com/theicebowl Dundonald)
W: www.dundonaldcaravanpark.com

Sports Development Unit

Faron Morrison

Sports Development Officer

T: 028 9081 1969
E: faron.morrison@lisburncastlereagh.gov.uk

Download the Vitality App



Sports Services Unit Customer Charter



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. The aim is 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 our centres or taking part in a programme or event organised by the Sports Services Unit:

We Will	How we will measure this
Ensure customers are greeted by staff who are friendly, willing and helpful.	Using feedback from customer questionnaires, we aim to achieve a target of 90% of customers rating us either as excellent or good across our facilities/services.
Ensure customers experience the highest standards of cleanliness across our facilities.	
Ensure that information given to customers is accurate and easy to understand.	
Provide a value for money service to customers.	
Ensure the highest standards of health and safety are maintained at all times.	
Maintain relevant equipment to ensure it is in good working order.	
Work towards ensuring that all facilities are accessible to customers with a disability.	

- Based on our customer feedback, we will continually review how we perform against our service objectives and take any action which is required.

Other Customer Service Objectives

- To provide a wide range of activities, courses and events.
- To provide helpful and motivated staff who are trained to the best industry standards.
- To ensure all staff working with children and vulnerable adults are suitably vetted and trained in 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, website, app, 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	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