

Coral Reef Customer Service Standards



Opening times

Our Centre is open between 10:30am and 9:00pm on Monday, 10:30am and 9:45pm Tuesday to Friday, and 9:00am to 5:45pm on Saturday and Sunday. Waiting times may vary.

Contacting us

You can contact us by calling our main telephone number: 01344 862525.

We shall endeavour to answer the telephone within 5 rings.

Our email address is: coral.reef@bracknell-forest.gov.uk

We will acknowledge all email enquiries within 5 working days of receipt.

All written correspondence should be sent to our address:

Coral Reef, Bracknell's Water World, Nine Mile Ride, Bracknell, Berkshire RG12 7JQ.

We will acknowledge all written communication within 5 working days of receipt.

Accessibility

Our publications are available on request in Braille, large print and in other languages.

The Centre will make reasonable provision for people with disabilities to access its facilities as required by the Disability Discrimination Act.

We aim to make the website accessible to all users, following certain standards and Government guidelines to ensure that this site can be used effectively and as easily as possible by everyone.

We will provide information on all available products that is accurate and easy to understand.

When facilities are not available for whatever reason, we will clearly inform potential users in good time.

When features are not available due to maintenance requirements, we will clearly inform potential users before entry. We aim to ensure that 90% of our features are operational and also to provide 95% of lockers in good working order.

Complaints Procedure

• Face to Face

In the first instance please speak to any member of staff who may be able to resolve your query.

• Written

Forms are available to help you bring your comments/complaints to our attention or email: coral.reef@bracknell-forest.gov.uk. If you provide your name and address an acknowledgement or full reply will be sent within 5 working days of receipt.

• Telephone

If you wish to discuss your visit after you have left, please telephone: 01344 862525.

Swimming Pool Temperatures

We will take the pool temperature readings daily and display them clearly in the Pool reception; the temperatures will be between 29-31°C.

We will provide safe swimming pool water quality in accordance with the Health & Safety at Work Act 1974.

The chemical range will be kept between tolerance levels of 1 - 2.5mg/l free chlorine and pH range of 7.4 - 8.1.

We work to the following swimming pool standards:

Swimming Pool Water Treatment Guide (PWTAG)

PAS 39, Management of Swimming Pools – Water treatment

Cleanliness

We ensure that the facilities provided are clean and well maintained. The toilets and changing areas are checked daily for cleanliness and provisions.

Quality Provision

We aim to provide good value for money and provide quality food and beverages that meet our customer requirements.

We will treat the environment with care according to the local authority agenda.

Customer Assistance and Knowledgeable Staff

We ensure that knowledgeable, trained staff are available to assist customers at all times. We also ensure that a trained First Aider will always be on duty.

Staff Identification

We will ensure that members of staff are easy to identify and that our customers are aware of whom they are speaking to whenever they have contact with Coral Reef Water World in person, by telephone or through written communication.

Customer Consultation

We regularly consult with customers and interested parties with regard to our service provision.

Health & Safety

We have a planned commitment to Health & Safety and maintain high standards for all. We aim to maintain the requirement of the British Standards Institute OHSAS 18001.

