

# Sandhurst Sports Centre

## Customer Service Standards



### Opening times

Our Centre is open between 5:30pm and 11:00pm Monday to Friday, and 9:30am to 7:00pm Saturday and Sunday.

### Contacting us

You can contact us by calling our main telephone number: 01344 778836.

We shall endeavour to answer the telephone within 5 rings. Answerphone messages will be returned as soon as possible.

Our email address is: [edgbarrow.sports-centre@bracknell-forest.gov.uk](mailto:edgbarrow.sports-centre@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:

Sandhurst Sports Centre, Owlsmoor Road, Sandhurst, Berkshire GU47 0SD.

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.

### 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: [Edgbarrow.sports-centre@bracknell-forest.gov.uk](mailto:Edgbarrow.sports-centre@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 778836.

### 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 Sandhurst Sports Centre 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.

