



Sandhurst Sports Centre Customer Service Standards

The standard of service we will provide:

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

Calling our main number 01344 776211

Endeavour to answer telephones within 5 rings. Answerphone messages will be returned as soon as possible.

Responding to email enquiries

Emailing to our address: edgbarrow.sports-centre@bracknell-forest.gov.uk

We will acknowledge all email enquiries within 5 working days after we received it.

Responding to other enquiries

All written correspondence to our address: Sandhurst Sports Centre, Owlsmoor Road, Sandhurst, Berkshire GU47 0SD

We will acknowledge all written communication within 5 working days after we received it.

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 easily as possible by everyone.

Provide information on all available products that is accurate and easy to understand.

Clearly inform potential users in good time, when facilities are not available for whatever reason.

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.

If you provide your name and address an acknowledgement or full reply will be sent within 5 working days.

- **Telephone**

In the first instance speak to any member of staff who may be able to resolve your query. Telephone 01344 776211 or email: Edgbarrow.sports-centre@bracknell-forest.gov.uk

Cleanliness

Ensure that the facilities provided are clean and well maintained.

Toilets and changing areas are checked daily for cleanliness and provisions.

Quality Provision

Provide good value for money and quality food and beverages that meet our customer requirements.

Treat the environment with care according to the local authority agenda.

Customer Assistance & Knowledgeable Staff

Ensure that knowledgeable, trained staff are available to assist customers at all times.

Ensure that a trained First Aider will always be on duty.

Staff Identification

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, telephone or written communication.

Customer Consultation

Consult with customers and interested parties with regard to our service provision.

Health & Safety

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