



## **The Look Out Discovery Centre Customer Service Standards**

The standard of service we will provide:

### **Opening times**

Our Centre is open between 10am to 5pm all year, apart from 24<sup>th</sup> to 26<sup>th</sup> December and 1 week for maintenance and training in January.

### **Contacting us**

Calling our main number 01344 354400

Endeavour to answer telephones within 5 rings

### **Responding to email enquiries**

Emailing to our address: [TheLookOut@bracknell-forest.gov.uk](mailto:TheLookOut@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: The Look Out Discovery Centre, Nine Mile Ride, Bracknell RG12 7QW

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.

When exhibits are not available due to maintenance requirements, we will clearly inform potential users before entry, but aim to ensure that 95% of all available exhibits are in good working order.

To keep queuing times to less than 5 minutes or to inform visitors of potential delays.

## **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 354400 or email: TheLookOut@bracknell-forest.gov.uk

## **Cleanliness**

Ensure that the facilities provided are clean and well maintained.

Toilets are checked for cleanliness and provisions at the following times:

Weekdays – 10:00; 13:00; 15:00

Weekends – 09:00; 11:30; 13:30; 15:30

The area surrounding the main building, adventure playground and car park are checked for litter, and the play area and dustbins are inspected at the following times:

Weekdays – 09:00; 12:00; 14:30

Weekends – 09:00; 11:00; 13:00; 15:00

## **Quality Provision**

To provide good value for money that meets our customer requirements.

Provide a relaxing and enjoyable experience and promote learning through fun.

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 The Look Out in person, telephone or written communication.

A member of staff will acknowledge visitors at least once on their visit to The Look Out.

## **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