

The Look Out Discovery Centre Customer Service Standards



Opening times

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

Contacting us

You can contact us by calling our main telephone number: 01344 354400.

We shall endeavour to answer telephones within 5 rings.

Our email address is: TheLookOut@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:

The Look Out Discovery Centre, Nine Mile Ride, Bracknell RG12 7QW.

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

Accessibility

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

We aim 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 or email: TheLookOut@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 354400.

Cleanliness

We ensure that the facilities provided are clean and well maintained. The 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

We aim to provide good value for money that meets our customer requirements. We also aim to provide a relaxing and enjoyable experience and promote learning through fun.

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 The Look Out in person, by telephone or through written communication.

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

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.