



# Customer Promise

The staff at The Look Out Discovery Centre aim to provide a facility that is available to all those who wish to use it. To achieve this we promise:

- ✧ To provide information on all available products which is accurate and easy to understand.
- ✧ To 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**
- ✧ 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.
- ✧ A member of our staff will acknowledge visitors at least once on their visit to The Look Out.
- ✧ To ensure that knowledgeable, trained staff are available to assist customers at all times. A trained First Aider will always be on duty.
- ✧ To 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, via the telephone or in written communication.
- ✧ To endeavour to answer telephones within 5 rings.
- ✧ To acknowledge all written communication within 5 working days.
- ✧ To keep queuing times to less than 5 minutes or to inform visitors of potential delays.
- ✧ To have a planned commitment to Health & Safety and maintain high standards for all. To maintain the requirement of the British Standards Institute OHSAS 18001.

**IF YOU WOULD LIKE TO COMMENT ON THE ABOVE PROMISE PLEASE  
FILL IN ONE OF OUR "HELP US TO HELP YOU" FORMS OR SPEAK TO A  
MEMBER OF STAFF. Thank you.**