



CUSTOMER CHARTER

Abingdon School Enterprises Limited (trading as Abingdon Sport and Leisure “ASE”) Complaints Procedure.

Customers

It is very important to us that you have an enjoyable visit and our commitment to you is as follows:

Our promise to you is to...

- Provide you with a friendly and professional service.
- Be fair and understanding to all customers, and deal with your concerns sensitively and promptly.
- Endeavour to answer the telephone promptly but if we can't answer it personally, we will regularly check messages and return your call as soon as possible.
- Offer a wide range of activities that encourage an active and healthier community, and strive to make improvements to the programme wherever possible.
- Respond to customer comments within 2 working days.
- Provide up to date, high quality information on all our activities.
- Provide a high standard of cleanliness.
- Ensure that we will comply with all Health and Safety legislation.
- Provide qualified Lifeguards for the swimming for all our sessions.
- Operate with well trained staff.
- Ensure that all classes will be taught by appropriately qualified and trained staff.
- Consult you regularly with timely feedback.
- Endeavour to exceed your expectations

Our Values

1. **Customer Focus** – we will place the customer at the heart of our delivery of services and endeavour to provide a high quality experience for every visit.
2. **Communication** – we will be responsive, respectful and effective in communicating with customers.
3. **Performance** – we will ensure that our staff are trained to have the necessary skills and attributes to deliver a high quality of service.

Abingdon School Enterprises Limited
Registered in England and Wales
Company No.04442429

Registered Office: Abingdon School, Park Road, Abingdon, OX14 1DE

4. **Teamwork** – we will work together with customers, staff, partners and stakeholders to achieve goals.
5. **Excellence** – we will implement continuous improvement to provide the best customer experience possible.
6. **Honesty and Integrity** – we will act consistently and transparently in our dealings with our customers, staff, partners and stakeholders.

COMPLAINTS PROCEDURE

At ASE we care about all of our customers and are committed to delivering an excellent quality of service to all who visit our facilities. We would like to know when you think we have got something right, and also when you think we have got things wrong. We accept that mistakes are sometimes made and that on occasions we may fall below our desired level of service.

Our aim is to resolve any problems on the spot so please ask to speak to any member of ASE staff to discuss any issues you may have. The problem can hopefully be resolved quickly and informally without the need for any more formal process.

If it is not possible to speak to a member of staff or you are not satisfied with the initial response from our staff member, please email the Business Development and Operations Manager on **andy.prendergast@abingdon.org.uk**.

All complaints submitted by email will be replied to by the Business Development and Operations Manager. You should receive a response in writing within 7 working days.

If you remain dissatisfied with the response or decision regarding your complaint you may ask for the response / decision to be reviewed. Such a request must be in writing (letter or email) and received by ASE within 15 working days of you receiving the initial response. Please indicate why you are not satisfied with the initial response (such as non-adherence to a policy, unfair or incorrect application of rules, evidence supporting your complaint etc). Our Commercial Director will review the complaint and the decision / response given and provide a further response. You should receive a response in writing within 10 working days. This decision is final and there is no further stage of appeal.

Last Review - December 2017

Next Review - December 2018

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