

# **Barnet School of Swimming**

## **Customer Care Policy**

- We will put our user's at the centre of our service and be responsive to our user's needs
- We will treat our user's with courtesy and respect
- We aim to provide a helpful, friendly and effective service within the constraints of available resources
- We provide user's with the means to submit comments and suggestions and undertake regular surveys of their opinions
- We reply to signed comments or emails within 14 working days and use these comments to help us further improve our service
- We provide training, including, customer care, for our staff ensuring service is of high quality
- We are aware of and assist user's with special needs, providing a service free from discrimination
- We publicise our services and opening hours, keeping user's informed of changes
- We have the right to ask people to leave the facility if they are causing a disturbance to other user's
- We have the right to search bags
- We have the right to enforce the rules and regulations. Offenders may be asked to leave or forfeit their right to use our services and facility without redress
- The school in pursuit of its mission/objectives operates in a flexible manner across a multi-site operation. We continue to promote, research and in professional development to achieve the highest standards