



## Customer Charter

We're dedicated to giving you an enjoyable, enriching and stress free experience. Whilst we're not perfect, this charter has been created by us to declare what we're striving to achieve:

Our commitment to you:

Make everyone welcome and help you to enjoy the use of the facilities and services

- Provide facilities and equipment that are clean and well maintained
- Provide high quality services in education, coaching, sport science and sport medicine.
- Provide staff who are courteous, properly trained and happy to assist you at all times.
- Listen carefully to what you say and following consideration, communicate to you decisions that affect your enjoyment of these facilities.
- Answer the phone in a polite and courteous manner.
- Charge prices that are competitive, in line with market standards and provide good value for money.
- Maintain a programme of activities and services that caters for all our users including students, elite athletes and the wider community.
- Keep you informed about changes to facilities and services availability with as much advance notice as possible.

Please let us know how we can make your next visit even more enjoyable. It is important to us that you:

- Find our staff helpful and friendly
- Return to visit us again in the future.

Listed below are five ways in which you can help us to achieve this charter:

Speak to a member of staff if you have an idea or just general feedback. We will be happy to discuss this with you. If there is an issue we will take rapid action to remedy the problem and action your comments if possible.

Your views are important to us. Please take time to complete one of our Customer Feedback forms. The management team looks at every completed form and will ensure that you receive a written or verbal acknowledgement when requested.

If you prefer, you can e-mail us with your feedback at [team@bath.ac.uk](mailto:team@bath.ac.uk) or simply complete our feedback form on our website home page ([www.teambath.com](http://www.teambath.com))

Should you wish to discuss any matters with our management team, we will be happy to allocate time and listen to your comments.

If at any time, you are not satisfied with the response you receive from any member of staff, please contact Stephen Baddeley, Director of Sport at the Sports Training Village at [team@bath.ac.uk](mailto:team@bath.ac.uk).

Thank you for visiting us and we look forward to welcoming you again soon.