



## **Arena Sports Centre Customer Service Policy**

### **The Arena Sports Centre's mission statement:**

*"Serving the community in Sport, Leisure & Recreation by providing affordable high quality facilities in a welcoming, friendly & safe environment."*

We respect all of our customers & are committed to provide the best facilities & service to them, if you are not satisfied with our facilities & services we welcome your comments as we are always trying to improve the experience of visiting the Arena Sports Centre.

We view all comments in a positive light & share your comments throughout the management team.

On a regular basis (at least yearly), a significant cross-section of customers are surveyed on their comments to the services & facilities of the Arena Sports Centre.

Also, at the end of any structured course or birthday party the participants and/or parents of children participating are asked to complete a short questionnaire about the course/party. These results give feedback to our tutors/coaches & help us improve our future courses & planning.

### **How & who to contact?**

We recognise that occasionally there may be comments (positive & negative) by customers about the services & facilities that we provide; and we hope that through the good relationship that we have our customers, any comments will be expressed, discussed and a solution agreed. However, if a verbal comment requires more attention, then we recommended that:

- ✓ speak to the person who has been dealing with you;
- ✓ ask to speak to the person's Line Manager or Duty Manager;
- ✓ or ask for your complaint to be referred to the Arena Sports Centre Manager.

### **What can you do if you do not want to speak to us?**

You do not have to speak to anyone if you don't want to - you can write by:

- ✓ Letter to: Arena Sports Centre, Westloats Lane, Bognor Regis, West Sussex. PO21 5JD
- ✓ fax to: 01243 871001
- ✓ or email to: [info@arenasportscentre.com](mailto:info@arenasportscentre.com)

There are also customer comment forms located at the Café counter & the Arena Sports Centre exit. There is a customer survey box (red) located opposite Reception on the ground floor. If you wish for us to reply to your comments please leave us your contact details, otherwise comments can be made anonymously.

## **What would help us?**

In dealing with your comments it would help us if you could supply the following information:

- ✓ What your comment is about?
- ✓ The situation & circumstances leading to it?
- ✓ Who was dealing with you?
- ✓ Any dates that may be relevant?
- ✓ How the issue has & affected you & others?
- ✓ What would you like us to do about it?

## **What will happen now?**

We will acknowledge all comments within five working days. The relevant manager will aim to email or write to you about your comments within a maximum 15 working days of receiving it. If, for some special reason, he or she cannot reply within that time, he or she will let you know and explain why.

## **Data Protection Act 1998**

The Arena Sports Centre needs to collect & use certain types of information about people whom it works with in order to operate. These include customers, members of the public, clients, suppliers, present & past employees, & others who we communicate with. This personal information will be dealt with properly & securely however it is collected, recorded & used – whether on paper, in a computer, or recorded on other material – and there are safeguards to ensure this in the Data Protection Act 1998.

As the Arena Sports Centre has a wide range of activities on offer, data may be entered on our mailing list so that we can keep our customers updated with relevant information that may be of relevance. The Arena Sports Centre, will not knowingly pass any data to any third party & any data collect will only be used for it's own purpose.

The Arena Sports Centre regards the lawful & correct treatment of personal information as very important to the effective performance of the facility, and to maintain confidence between who we work with & ourselves. We ensure that our organisation treats personal information lawfully & correctly. With this in mind, we fully endorse & adhere to the principals of Data Protection, as in the Data Protection Act 1998.

For more information or enquiries regarding Data protection & the Arena Sports Centre please contact the Arena Sports Centre Manager on the contact details earlier in this document.

## **Staff training**

The Arena Sports Centre staff receive regular 'in-house' training that includes (where appropriate):

- ✓ telephone answering;
- ✓ service/facility knowledge;
- ✓ personal presentation;
- ✓ positive & friendly attitude;
- ✓ communicating information with customers & other staff;
- ✓ aware of line management/assistance in the event of not knowing an answer; and,
- ✓ always being committed to treating all customers & colleagues in the manner in which they expect to be treated.