



## CUSTOMER CARE POLICY

tmactive is committed to providing high quality, cost effective services to meet the needs of the entire community.

### OUR VISION

‘More people, more active, more often’

### OUR MISSION

To provide a clean, safe and happy leisure experience to benefit the health and social well-being of the entire community. We will achieve this in a sustainable way through excellence in our people, policies and practice.

#### OUR SERVICE

We will

- ▶ Provide a customer focussed and friendly service.
- ▶ Respond to customer needs and listen to their views.
- ▶ Adopt best practice to consistently deliver to a high standard.
- ▶ Introduce new products and services, driven by technology and ideas for the benefit of customers.
- ▶ Work in partnership with others to provide a wide range of sport and recreational facilities to actively encourage a healthier lifestyle to positively influence and benefit the wider community.

#### OUR FACILITIES

We will

- ▶ Provide facilities that are clean, well maintained, accessible and safe.
- ▶ Maintain the temperature of activity areas suitable for individual sessions.
- ▶ Invest in the facilities to improve and upgrade services to better meet the needs of our customers.
- ▶ Take account of the needs of the whole community when designing and delivering our facilities and services.

#### OUR STAFF

Will

- ▶ Make everyone feel welcome whether a first time visitor or regular customer.
- ▶ Be recognisable by wearing uniform and a name badge.
- ▶ Be approachable, courteous and polite.
- ▶ Be trained and knowledgeable
- ▶ Put the customer first and at the Centre of everything they do.
- ▶ Aim to exceed customers’ expectations.
- ▶ Respond to customer complaint in a positive and proactive manner.

#### OUR CUSTOMERS

Should

- ▶ Enjoy each and every visit.
- ▶ Be considerate to others and share public spaces respectfully.
- ▶ Tell their friends about tmactive.
- ▶ Let us know when we get it right or Wrong.

What can we do better? Your opinion is valuable to us. Please see Customer Insight.