



FACILITIES AND SAFETY

Our number one priority is your safety.

- We will provide you with a safe, clean and well maintained environment.
- We aim to minimise down time of any part of the centre and necessary repairs and/or maintenance will be organised quickly. If part of the centre is not functional, information will be available at reception and on our web site as to when repairs will occur.
- At all times there will be a senior first aid qualified staff member on duty.
- All staff working with children are required to hold a current Working with Children Check.
- All staff are required to obtain a National Police Clearance prior to commencing their employment.
- Regular emergency evacuation practices will be held.



RELATIONSHIP & PRIVACY

We promise to be reliable and worthy of your trust; we will keep your personal information accurate, safe and secure. Your privacy will be protected in accordance with the National Privacy Act principles.



HELP US TO PROVIDE BETTER SERVICE

We're committed to staff and patron wellbeing and safety. We therefore ask our patrons to:

- Treat staff and other patrons with courtesy and respect. We will not tolerate abusive or bullying behavior and reserve the right to remove unruly patrons from the centre.
- Let us know if there's a problem and work with us to solve problems.
- Comply with staff directions, centre rules and policies.
- Read the terms and conditions of the services you're purchasing.
- Let us know if you don't understand any information we give you.

Customer
Service
Charter



belgravia**leisure**
connecting **community** to leisure



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OUR COMMITMENT TO YOU

At Belgravia Leisure the customer is central to everything we do. Our standards of customer service will reflect Belgravia Leisure's corporate values of customer focus, leadership, excellence, accountability and results.

We believe that anyone who participates in our programs and services should be given an opportunity to be involved in our decision-making process. Accordingly, we use the IAP2's Public Participation Spectrum methodology to help guide our customer engagement.

This charter outlines what you should expect whenever you do business with us, and how to let us know if we don't meet your expectation. We really value your feedback as it helps us improve our service.

These standards will be measured and reviewed annually, using customer and staff feedback.



WE'RE HERE TO HELP AND VALUE YOUR FEEDBACK

1. In person or in writing to

Loftus Recreation Centre, PO Box 142, Leederville WA 6907

2. By telephone:

(08) 9227 6526

3. By email:

loftus@belgravialeisure.com.au

4. Via 'Contact Us' on our website:

www.loftusrecreationcentre.com.au/contact-us/get-in-touch

5. By completing a customer feedback form at the Centre

We will acknowledge customer feedback within one working day.

We will do our best to resolve any complaints within 10 working days. If we cannot resolve your complaint within this timeframe, you will be kept informed of our progress.



CONTINUOUS IMPROVEMENT

We will continuously strive for excellence and use your feedback to improve our program and services. This means:

- We will seek your opinion through customer surveys to ensure we are meeting your needs.
- We will regularly review all suggestions, complaints and compliments.
- We will use our resources to deliver improved processes and services with a view to enhancing your experience with us.
- Our staff will regularly undertake appropriate training to enhance their skills in supporting our customers.

