

Customer Promise

Our customer promise sets out a commitment from our service to our customers. We are committed to delivering our promises and will measure our performance against these priorities in our annual surveys, focus groups and feedback processes. To read more about our service visit www.leeds.ac.uk/sport

➤ *Inspiring Customer Experience*

Provide an inspiring customer experience by giving our customers a welcoming environment from courteous and professional staff. Our customers are the focus of everything we do.

➤ *Availability & Variety*

To give our customers an extensive choice of activities for a broad range of abilities. Ensuring availability across a range of venues with easily accessible equipment.

➤ *Efficiency*

To handle all enquiries and complaints in a prompt and efficient manner, and endeavour to update our processes and systems as necessary to ensure we are providing the most helpful, streamlined and dynamic service possible.

➤ *Value for Money*

We will strive to provide an inspiring customer experience at the best value for money, with the aim to give our customers first-class facilities at competitive prices.

➤ *High Quality*

We aim to provide high quality facilities and services that exceed the expectations of our customers in terms of the cleanliness of all facilities, the provision of a safe environment to pursue activities and a professional team of staff that are trained to a high level.

➤ *Development & Improvement*

We will actively encourage our customers to communicate their feedback. We will respond to the views and suggestions put forward in order to improve our facilities and services.