

Additional Comments

IF YOU ARE NOT HAPPY WITH THE RESPONSE?

If you, the customer are not happy to use the customer service scheme you can speak directly to the Duty Officer, who will endeavour to deal with your issue. We will endeavour to respond to all requests for a written reply within 14 days.

If you remain dissatisfied with any responses given please write to:-

The Centre Manager
National Sports Centre
Groves Road
Douglas
Isle of Man
IM1 2RB



ENSC

CUSTOMER CHARTER

Our main objective:

To ensure, through a balanced programme of activities and opportunities that the NSC meets the key roles as:-
A community sports centre for the Isle of Man.
A focal point for the development of sport on the Island.
A centre of sporting excellence.

Our Customer promise:

"We value each and everyone of our customers, and aim to provide you with our best possible service. If we exceed or fall short of your expectations please do not hesitate to let a member of our team know"

WE AIM TO:

Service Provision

- Be committed to providing a high quality service.
- Continuously improve our service.
- Strive to offer value for money.
- Use your comments, compliments and complaints to improve our service.
- Ensure our equipment is up to date, available and safe to use.
- Ensure our facility is kept clean and safe for your comfort.

Equal Access

- Continue to improve access to our premises.
- Treat you fairly irrespective of age, sex, religion, race, cultural differences or disability.
- Use plain English and avoid jargon.

OUR STAFF AIM TO:

- Put you at the heart of everything we do.
- Be friendly, approachable and professional.
- Listen carefully & respect confidentiality.
- Apologise if we get it wrong and put it right.

HOW CAN YOU HELP US:

Your feedback is important to us and we are committed to using it to improve our services. You can tell us what you thought of our service by filling in a comments leaflet or alternatively:

Tel: **688588**

E-Mail: **nsc@gov.im**

Write to: **NSC, Groves Road, Douglas, Isle of Man, IM2 1RB**

www.gov.im/sport/nsc



The National Sports Centre is operated by the Department of Tourism and Leisure



We want your Comments

to help us provide a better service

We would like to provide the best possible service to all our customers which means YOU are the best person to tell us:

- How we are doing?
- What can we do to improve the service?
- What problems have you experienced - let us apologise, put it right and stop it happening again.



Department of Tourism & Leisure

National Sports Centre, Groves Road, Douglas, Isle of Man, IM2 1RB
Rheynn Turrysias Soccar



WHERE TO FIND INFORMATION

THE FORMS!

These are located at the main pool reception, outdoor reception, the café and the fitness zone reception alternatively they can be downloaded from the NSC website (www.gov.im/sport/nsc).

CHECK IT OUT!

There is a customer information notice board based in the atrium near main reception.

This displays our customer charter and feedback from you, our customers.

We also have an events section for one off and special events which shows booking dates which may restrict casual provision.



ASK THE STAFF!

If you require assistance, support or simply an answer to a question, then approach a member of staff who will endeavour to help where possible.



The NSC is registered in the excellent category of the UK Quality Scheme for Sports and Leisure.

HOW DO I MAKE MY COMMENTS?

COMPLETE A FORM!

Customer comments leaflet

These are situated at the main pool reception, outdoor reception, the café and the fitness zone reception. These provide the opportunity for you to make comments about the NSC. Boxes have been supplied for completed forms to be posted.

JOT IT DOWN!

Customer/staff daily comments log

This is based in the fitness zone providing 'hands on' interaction where comments are replied to directly by staff. These comments are in full view of our customers and therefore demand regular checks.

TELL US!

Verbal comments log

This is based at the main pool reception for staff to record any comments made by customers.

E-MAIL US!

A positive feedback spreadsheet

This monitors any information on positive feedback or comments received via e mail or correspondence.

WHAT HAPPENS NEXT?

Forms are collected weekly and collated monthly. Along with all the other forms of feedback to allow regular monitoring of comments.

You will, where requested, receive a formal response within fourteen days.

A report will be published each month on comments received and actions taken and put on the information notice board.

A: Customer Details

Your Name:

Mr Mrs Miss Ms Other (specify)
(please tick as appropriate)

Your Address:

Postcode: NSC Resident Card No.
if applicable

Tel. Home: Work:

E-Mail Address:

B: Customer's Comment (Further comments can be made overleaf)

.....
.....
.....
.....

Would you like a formal written reply: Yes No

C: Comment Details

Compliment Suggestion Query Complaint
(please tick as appropriate)

Date of Visit:

Facility:

Pool Halls Gym Spa Outdoor

Squash Bowls Café Regional Pitch
(please tick as appropriate)

Please Tick	Reception Service	Value for Money	Cleanliness	Information Available	Staff	Overall Impression
Excellent						
Very Good						
Good						
Fair						
Poor						

OFFICIAL USE ONLY Date received: