



National Sports Centre

Customer charter



Our main objective:

To ensure, through a balanced programme of activities & opportunities that the NSC meets its key roles as a:-

- 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 services
- 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 & avoid jargon

Our staff aim to:

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

How you can help us:

Your feedback is important to us & we are committed to using it to improve our services.

You can tell us what you thought of our service by filling in a customer suggestion form or alternatively:

- ☎ 688588
- 💻 nsc@gov.im
- 📄 NSC, Groves Road, Douglas, Isle of Man, IM2 1RB



The NSC is operated by the Department of Community, Culture and Leisure