



## Customer Charter

We aim to meet the following standards to provide our customers with excellent customer care that exceeds expectations:

1. We will deliver a friendly, helpful and professional service to our visitors & customers who are the heart of what we do. We will deal with all visitors and customers courteously and equitably.
2. We will give our teams clear policies, training and the authority to take responsibility to deliver excellent customer service.
3. We will work as one team, understanding each other's roles and helping each other between departments, in order to deal with visitors & customers professionally.
4. We will share and communicate internally to ensure the client experience is at the heart of our services.
5. We will endeavour to provide clarity of our procedures at every stage of the customer experience in order to manage expectations.
6. We will listen carefully to what our teams, visitors & customers say so we can understand and respond to their needs. We will provide an opportunity for an accessible and fair feedback and ensure feedback is monitored and addressed at management level and redress systems as required.

How the customer can help us:

- Respect our staff and other customers .
- Cooperate with guidance for using our facilities, making yourself aware of our published terms & conditions which you can find on our website [www.southhillpark.org.uk](http://www.southhillpark.org.uk).
- Take part in surveys and customer focus groups.
- Let us know if you feel we could improve our service by emailing or calling us (details on our website) or by filling out our on line form (QR code displayed on site).

### Customer Comment & Complaint Policy and Procedure

Comments & complaints can be made via our website [www.southhillpark.org.uk](http://www.southhillpark.org.uk), email [sales@southhillpark.org.uk](mailto:sales@southhillpark.org.uk), in person, post or phone 01344 484123.

When a comment or complaint is received, the member of staff will endeavour to resolve the issue immediately, and report the issue to their Head of Department. If the issue cannot be resolved by the member of staff, the issue is referred to the relevant Head of Department. Having received the comment or complaint, the relevant Head of Department commits to respond back within 3 working days, updating the customer with either a final response or an update on progress.

If the complaint cannot be resolved, the Head of Department will pass the matter to the Chief Executive who will respond within 3 working days. Comments and complaints are reviewed by the Senior Leadership Team monthly.