

Key Service Standards – Thornaby Pavilion

We recognise the importance of delivering a **high quality** and **customer focussed** service in a **safe and attractive environment**, as well as the need to measure performance and implement a process of continued improvement to meet the needs and expectations of our communities.

Our Team

- Our teams are trained in customer service, and we have developed several actions, aligned with the values and ethos of the organisation, that individuals should aspire to consistently achieve.
- Our teams will retain detailed knowledge of products and services and will demonstrate a good understanding of the customer journey and how their role contributes to delivering excellent customer service.
- Our teams will be dressed appropriately in easily identifiable uniform, wearing a name badge where practical.
- Our teams will aim to serve or assist you as quickly as possible.

Our Service

- We will strive to provide a minimum of 14 days' notice to inform customers of any major changes to the activity programme.
- We will maintain the highest possible standards of Health & Safety within our venues.
- A summary of our Guidelines and Policies can be found at the venue's customer information point or in full online at www.teesactive.co.uk/guidelines-and-policies.

Our Community

Customer feedback is vital to helping us develop and improve our service, and the feedback we receive is our most valuable measure of success. We have provided a number of ways you can leave feedback and will aim to respond to enquiries within 5 working days, where requested, and will summarise the feedback we receive within the venue.

You can leave feedback by:

- Speaking with a member of the team
- Visiting the website www.teesactive.co.uk/contact-us
- Scanning the QR code at the venue's customer information point
- Via telephone
- Via email
- Via written letter

Environment

We are committed to maintaining a clean and welcoming environment for all visitors and will endeavour to address and rectify any issues that are raised immediately.

- We will provide a pleasant and comfortable environment, with temperatures, lighting, and ventilation appropriate for the activities taking place.
- We will regularly monitor each area to ensure standards are maintained throughout the day and meet the expectations of our customers.

Sustainability

We are determined to improve our impact on the environment by operating our facilities in a manner that is responsible and sustainable. We will continue to work collaboratively and adopt best practices across our operations to reduce our carbon footprint and contribute positively to the environment.

Accessibility

Tees Active recognises its responsibilities in providing services which are available and accessible to all irrespective of physical, intellectual, or sensory ability to participate in their chosen activity. Tees Active is constantly reviewing how to improve access to its facilities and is striving to demonstrate best practice in the management of our facilities, in the services we provide and towards the people we employ.

To ensure our services are accessible at this venue, we provide the following:

- Wheelchair accessible/available
- A Dementia Friendly facility
- Free or discounted access to carers
- Online journey - sensory experience overview to help plan a visit
- Hearing Aid Loop System
- Accessible changing / shower facilities
- Automatic opening front doors
- Internal lift
- Baby changing facilities



Roy Broadbent
Area Operations Manager

