

Our Customer Service Standards

We are committed to providing a high standard of customer service. These standards set out what you can expect from us, and how you can help us achieve it.

- Provide a friendly, welcoming and supportive environment.
- Provide a fully inclusive range of sporting and wellness-based activities to our student and staff cohort.
- Provide coaching for all activities by fully qualified instructors.
- Continuous availability of Sports Hall and Climbing Wall for all users throughout the year.
- Access for all students to undertake recreational and competitive sports activities throughout term time.
- Ensure that the care of our service users is at the heart of everything we do and this is reflected in our planning and provision of excellent wellbeing and sports activities.
- Ensure that all customer information is of a high quality and provides a clear and concise range of activities and guidance. Treat all of our customers with respect, courtesy and consideration.
- Conduct research to identify customer needs in order to improve our services and identify priorities.
- Provide opportunities for feedback and implement changes to help us to continually improve our services.
- Provide clear and concise feedback to our customers showing actions taken.
- Promote our services to all new students during offer holding days and individual semester induction periods.
- Employ a staff team that are motivated, trained and responsive to our service user needs. Permanent staff have an annual PDP, ensuring their skills are current and any training required is identified and arranged.
- The Sports Centre has appropriate staffing levels at all times on site. This includes permanent staff and casual student staff.
- Maintain high levels of cleanliness in partnership with facilities and our own in-house cleaning regimes.
- Sports Centre enquiries inbox monitored daily and enquiries to be responded to within 48 hours.
- Conduct regular meetings with team captains to facilitate requests, address any issues regarding adherence to BUCS regulations and to receive feedback and ideas from our BUCS members about things they think would improve their sports experience.
- Staff will undertake professional development opportunities relevant to their role.
- Compliance with the University Equal Opportunities Policy in the sports centre operation.

What can you do?

- Treat our staff with respect.
- Explain clearly, what your enquiry is about and provide accurate and timely information.
- Tell us if we have not delivered the service to your satisfaction using the appropriate feedback methods.