

## Customer Care Charter

TUS Events and Sports Services are dedicated to the continuous improvement of our programmes and services. We are committed to constantly strengthening our relationships with our customers. Our customer care charter is an expression of this passion and commitment.

### **Exemplary Customer Service:**

Friendly, knowledgeable and helpful service is our passion. Your needs and concerns will be listened to and valued. All TUS Events and Sports Services staff abide by our code of conduct and display a high level of professionalism at all times. Our programmes and classes will be well planned, fun, efficient, effective and run on time.

### **Personal Information:**

We collect information to provide you with the best possible service. In line with GDPR we will not provide your personal information to others without your written permission. Any of your feedback, comments, photographs or videos will not be shared without your permission.

### **Safety:**

Your safety will always be our highest priority. All our staff are fully qualified, registered and insured and adhere to our comprehensive risk management plans, policies and systems to guard your safety at all times. We promise to inspect and test all equipment for use by customers and will correct defects.

### **Cleanliness:**

We will ensure that all areas have a specific cleaning and inspection schedule. The toilets and changing rooms will be checked throughout the day. We will react promptly to cleanliness issues raised by you our customer.

### **Equality:**

TUS Events and Sports Services operates a policy of total inclusion and incorporates the principle of equal treatment into all aspects of service delivery. Our services will be provided in an impartial and courteous manner.

### **Information:**

We will give information that is easy to understand, accurate and meets you the customer's needs. Price lists and timetables will be made available on our app and website. Health tips and advice will be posted on our social media channels. The website will be regularly reviewed to ensure that all information is accurate and up to date.

### **Continuous Review & Improvement:**

We will regularly review and improve our processes, programs and service. We seek our customers' feedback and implement changes and improvements where appropriate. You can contact us through the comment section on the website, by post or email.

### **Customer Responsibility:**

We expect our staff to be treated with courtesy and respect. Comments and complaints are welcome so that we can learn and continuously improve our service to you.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Yvonne Curley, Operations Manager, June 2024