

# Sport & Recreation Customer Charter



## THE SERVICE

- Provide a junior holiday programme 'Supersport' and Coach Education Courses
- Operate a Beach Lifeguard Service at Woolacombe, Croyde, Saunton and Instow during the Summer period and provide information regarding privately owned beaches in North Devon to the public
- Organise and promote local Events. Triathlon, Devon Youth Games, North Devon Festival, Race For Life and Devon Active Sports Programme
- Oversee the operation of North Devon Leisure Centre, Ilfracombe Pool, Tarka Tennis Centre and Park School Sports Hall and All Weather Pitch
- To give advice to Sports Clubs and trusts on club development, refurbishment works, sports programmes, child protection
- Provide and maintain Lifebelts in Barnstaple and Ilfracombe including the Town and Harbour clocks in Ilfracombe
- Provide Sports Grants, general Rate Relief advice to Sports Clubs and the public
- Regularly update and produce North Devon Sports Directory

## CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate
- treat you with courtesy and politeness
- listen and understand customer needs
- treat all customers equally

You can contact us in any of the following ways



By **telephone** on 01271 321422 or Supersport Booking Line 01271 375695. An answer phone service is available out of office hours.

- We aim to answer 95% of all telephone calls within 6 rings (20 seconds)
- When we speak to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how we can help you.
- If we cannot help you immediately we will let you know who you have been speaking to and when we will contact you
- If your call needs to be transferred to another section, the details of your enquiry will be passed on
- We aim to answer all telephone queries including messages left on answer machines within 24 hours (Monday to Friday)
- If you leave a message on an answer machine and it is likely to take more than 24 hours, the message will tell you when we will contact you.



In **person**: 9.00am – 5.00pm (Castle Lodge, opposite the Civic Centre)

- Appointments are not always necessary, however you may wish to telephone to check availability if you wish to see a particular officer
- We aim to see 80% of callers within 15 minutes of visiting one of our reception areas
- All staff will wear name badges
- You will be seen in a private place if you wish



In **writing**: Sport & Recreation Unit, North Devon District Council, Civic Centre, Barnstaple, Devon EX31 1EA.

- We aim to reply to 98% of letters within 10 working days
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter
- Responses will be typed and easy to understand



By **computer** by sending us an e-mail:  
[sports@northdevon.gov.uk](mailto:sports@northdevon.gov.uk)

- Contact through e-mail will be subject to the same standards as contacting us in writing.

## **STANDARDS OF SERVICE**

We will tell you when we are reaching our standards through the local press, on the Council's website under Sport & Recreation at [www.northdevon.gov.uk](http://www.northdevon.gov.uk) in the Council newspaper and in the Sport & Recreation Newsletter produced quarterly.

In addition to the above standards, the following are specific to this service:

- Sport & Recreation Newsletter produced quarterly
- We aim to provide fun, quality sports courses for children at a minimal cost.

## **LEGISLATION**

We must operate within legislation relating to Equal Opportunities such as Disability Discrimination Act and Race Relations (Amendment) Act in providing services to ensure we do not discriminate against any individual.

We must also work within Child Protection Policy due to the nature of our service. We must carry out Disclosures formally known as Police Checks through the Criminal Records Bureau (CRB) of all Sports Coaches/Staff who work with children on our programmes.

If you feel we have discriminated against you on the grounds of race or disability, the Citizens Advice Bureau (CAB), Commission for Racial Equality (CRE) or the Disability Rights Commission may be able to advise you on the appropriate course of action you should take.

## **NEW IDEAS AND IMPROVEMENTS**

We will undertake surveys of our service annually through customer address mailing; your comments will help to improve our services. We would appreciate your help and welcome any comments you wish to make.

We will take into account your views and give feedback through the local press, Council's newspaper and website.

## **PUTTING THINGS RIGHT**

We intend to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.

You can make a complaint by contacting the service direct by any of the methods previously listed, or you can ring the Complaints Line on 01271 388260.

We will acknowledge all complaints received within 3 working days and send a full response within 10 working days.

Should the response be longer than 10 working days we will contact you and let you know when we will be able to reply.

If you are unhappy with the response, you can ask for your complaint to be reviewed. This will normally be undertaken by Customer Services.

## **SPECIAL NEEDS**

If you would like this information or any information we produce to be provided in alternative languages, in braille or on audio tape, please contact Customer Services on 388240 or e-mail us on [customer\\_services@northdevon.gov.uk](mailto:customer_services@northdevon.gov.uk).

We aim to provide this information within 15 working days of any request. We will let you know if this is likely to take longer.

## **REVIEW**

We intend to review this Charter every 2 years and welcome any comments you may have on how we can improve this document.

## **FURTHER INFORMATION**

If you would like further information on any of the services we provide or have any comments about how this Charter could be improved, please contact us on 01271 321422.

This Charter was produced on 19/02/03