

Our Customer Charter

We are committed to providing exceptional venues, products and services for everyone, along with excellent personalised customer service and value-for-money experiences through a range of high-quality fitness, sports, recreational and health-improving activities.



Our service

- Provide a range of accessible products, services and programmes that meet our vision and customer expectations in a secure, safe, clean and friendly environment.
- Acknowledge when we get things wrong and work with customers to put them right.



Our staff will

- Respect all and make customers and visitors feel welcome.
- Provide prompt, personal, friendly, courteous and efficient service and always remain professional.
- Strive to excel in providing excellent customer service through continuous improvement.
- Actively seek feedback on our venues, products and services to ensure they meet customer needs.
- Ensure all team members are recognisable by wearing a uniform and name badge.
- Endeavour to answer 80% of telephone calls within 60 seconds.
- Maintain our website (www.fifeleisure.org.uk) with relevant and up-to-date information that is easily understood and accessible.
- Respond to enquiries and posts on our social media platforms that encourage interaction and feedback.
- Build on and maintain Visit Scotland gradings.



Our venues

- Provide venues that are clean, well maintained and safe.
- Ensure cleaning standards are maintained regardless of the time of day.
- Keep the temperature of activity areas suitable for individual sessions.
- Ensure all equipment is fit for purpose.



We ask our customers to

- Respect that we operate a policy of Zero Tolerance of Anti Social Behaviour and Acts of Violence in the Workplace.
- Use our services and products within the Venue Rules and Terms and Conditions that we apply, including The Health Commitment Statement.
- Enjoy your visit and tell your friends about our venues, products and services.
- Tell us when we get it right or wrong, including feedback on how you think we can improve.



Ways you can get in touch with us

- In person at reception or speak to our duty management team.
- Our new 'Talk to Us' online service is coming soon.