

# Any bright ideas?

We value your comments



# Customer charter

## Do you have any bright ideas or feedback on how we can improve our service to you?

We are committed to providing a quality service every time you visit and appreciate you taking the time to help us improve this.

### Service Promise

#### We promise we will:

- Make you welcome and help you to enjoy the use of the facilities.
- Provide staff who are courteous, properly trained and happy to assist you at all times.
- Provide facilities that are clean and well maintained.
- Listen carefully to what you say and involve you in decisions that affect your enjoyment of these facilities.
- Charge prices which offer good value for money.
- Serve you as quickly as possible.
- Respond to your written or telephone comments within 48 hours.
- Display our feedback to comments.
- Maintain a balanced programme of activities and services which cater for all our customers.

#### We would like you to help us get things right and tell us any bright ideas you may have to help us improve our service to you.

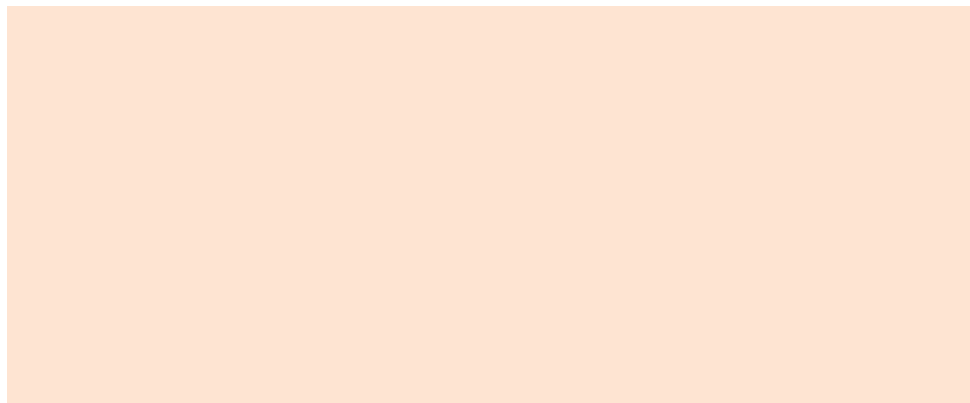
If you prefer, you can email us at [comments@harpersfitness.co.uk](mailto:comments@harpersfitness.co.uk)

Listed below are six ways which you can help us to help you:

1. Speak to a member of staff. The Manager will be happy to discuss any comments and will take immediate action to remedy the problem if possible.
2. Please take time to complete one of our Customer Comment Forms. The management team looks at every completed form and will ensure that you receive a written or verbal acknowledgement.
3. Put a letter in writing for the attention of the Business Manager. You will be guaranteed a verbal response within 48 hours of receiving your letter, or receive a written response within 7 days.
4. Come to visit a member of the management team on one of our "Customer Forum" sessions. This will give you the opportunity to discuss relevant issues on a personal basis. Dates for the next "Forum" sessions are displayed on the Customer Notice Board.
5. If you prefer, you can email us at [comments@harpersfitness.co.uk](mailto:comments@harpersfitness.co.uk) or e-mail the site directly (all site details on the reverse of this leaflet).
6. If, at any time, you are not satisfied with the response you receive from any member of staff, please contact the Contract Manager for St Albans, based at London Colney Adventure World or the Cultural & Community Development Department at St Albans District Council via e-mail on [leisure@stalbans.gov.uk](mailto:leisure@stalbans.gov.uk) or by telephone on 01727 819 367.



Do you have any bright ideas or feed back?



First Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

What time did you visit? \_\_\_\_\_

The date of your visit? \_\_\_\_\_

Name of centre: \_\_\_\_\_

Should you need additional space to write your comments please use the back page.

Would you like a response from the manager?  
Yes ( ) No ( )

How would you prefer us to contact you?  
Telephone( ) Email ( ) Letter ( )

Thank you for taking the time and trouble to fill in this form.

Please put the completed comment form in the comment box or hand it into reception.

All information will be treated in the strictest confidence and will be used to continually improve our service to you.

#### **Office Use Only**

Action Taken: \_\_\_\_\_

Response: \_\_\_\_\_

Further Action Required: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Date:     /     /     \_\_\_\_\_

Surname: \_\_\_\_\_



## Site Details

### Alban Arena

Civic Centre, St Albans,  
Herts AL1 3LD

**01727 861078**

alban.arena@leisureconnection.co.uk

### Batchwood Golf & Tennis Centre

Batchwood Drive,  
St Albans, Herts AL3 5XA

**01727 844250**

batchwood@harpersfitness.co.uk

### Harpenden Sports Centre

Leyton Road, Rothamsted Park,  
Harpenden, Herts AL5 2HU

**01582 767722**

harpenden.sports.centre  
@harpersfitness.co.uk

### Harpenden Swimming Pool

Rothamsted Park, Harpenden,  
Herts AL5 2HU

**01582 460683**

harpendenpool@harpersfitness.co.uk

### Harpenden Public Halls

Southdown Road,  
Harpenden, Herts AL5 1PD

**01582 762880**

harpenden.public.halls@  
leisureconnection.co.uk

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[www.stalbans.gov.uk](http://www.stalbans.gov.uk)

[www.leisureinstalbans.co.uk](http://www.leisureinstalbans.co.uk)

### London Colney

#### Adventure World

Perham Way, London  
Colney, Herts AL2 1LB

**01727 822447**

london.colney@harpersfitness.co.uk

#### St Albans Arts, Sports & Health

Perham Way, London  
Colney, Herts AL2 1LB

**01727 827667**

saash.sports@leisureconnection.co.uk  
saash.arts@leisureconnection.co.uk

#### Westminster Lodge

##### Leisure Centre

Holywell Hill, St Albans,  
Herts AL1 2DL

**01727 846031**

westminster.lodge @harpersfitness.co.uk

#### Westminster Lodge Outdoor

Abbey View Golf & Track  
Holywell Hill, St Albans,  
Herts, AL1 2DL

**01727 846031**

abbey.view@harpersfitness.couk