

# Service standards for Leisure Centres

## What you can expect from Leisure Centres

Detailed below are the services and standards you can expect from the our Leisure Centres. The Council also has 'A Charter for Customers', detailing all its services, corporate standards and the complaints procedure. This is available on request.

## Leisure Centres

Newtownabbey Leisure Centres are committed to providing a high-quality leisure service to our customers.

- Staff answer phone calls within 10 seconds, stating the centre and their name.
- We offer a user-friendly and efficient booking procedure.
- Staff are clearly identifiable, wearing uniform and a name badge at all times.
- Customers will be seen at reception within 5 minutes of entering the centre.
- We provide a balanced programme of activities and services to meet the community's needs.
- We publish the times and availability of services in our customer information leaflet.
- We notify you of foreseen changes by displaying notices about them in the centre.
- The centre and its facilities are clean, comfortable, and ready for use.
- Leisure centre facilities are well signposted for customers.
- We try to ensure that your whole experience is safe and enjoyable.
- We offer value for money and continually improve our services.
- We complete customer satisfaction surveys to ensure we meet your expectations.

# Service standards for Leisure Centres

Help us to help you

We can give you a better service if you:

- comply with health and safety regulations, which are there to protect you;
- ensure that under-8s are accompanied by an adult in the pool;
- ensure a ratio of one adult to two under-8s in the pool.

Your opinion matters to us and we will take every opportunity to improve the quality of our service to you. If you are happy or unhappy with our standards of service, we would like to hear from you. Please inform any member of staff or the manager.

The Valley Leisure Centre  
Church Road  
Newtownabbey  
BT36 7LJ  
☎ 028 9086 1211  
Fax: 028 9085 3211

Sixmile Leisure Centre  
Ballynure Road  
Ballyclare  
BT39 9YU  
☎ 028 9334 1818  
Fax: 028 9335 4537

Ballyearl Arts & Leisure Centre  
585 Doagh Road  
Newtownabbey  
BT36 5RZ  
☎ 028 9084 8287  
Fax: 028 9084 4896

Leisure Centres Section  
Newtownabbey Borough Council  
Mossley Mill  
Newtownabbey  
BT36 5QA

☎ (switchboard): 028 9034 0000  
Fax: 028 9034 0043  
Textphone: 028 9034 0109  
Send a text to: 078 16 225 290 (starting message with NBC)

Email: [info@newtownabbey.gov.uk](mailto:info@newtownabbey.gov.uk)  
Web: [www.newtownabbey.gov.uk](http://www.newtownabbey.gov.uk)