

# Customer Charter

## Rathcoole Community Centre



This charter outlines our service commitment to you and how you can help us to provide you with a quality service.

The Rathcoole Community Centre is dedicated to the provision of a high level of service. We are the main Community Centre for the people of Rathcoole. We are a focal point for the community, primary activity centre for the areas voluntary groups and charities and a gateway to wide range of community information.

### **Our services include:**

- Multi use rooms that are well maintained and easily accessible
- access to a wide range of information resources, both in the library and beyond its walls
- professional assistance in using the resources and services
- activities and programs for adults and children
- services for people with special needs, including people with disabilities, literacy needs, older people and multicultural communities
- personal computers, printers and photocopiers for your use.

### **In providing our services, we value:**

- meeting the needs of our community
- the diversity and individuality of all people
- the professionalism of our staff
- effective communication, including your feedback on our services
- our approachability.

### **You can expect:**

- prompt, courteous service
- helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- fair and equitable access to our facilities, services and programs which aim to meet your needs and are well-maintained and accessible
- an user friendly information service
- convenient hours of opening
- prompt responses to your enquiries, comments or complaints, Replying to all written communications(including emails) within 6 working days.
- clear and accurate information regarding Community Centre policies etc
- Complaints to be dealt with promptly in a fair and appropriate way.
- respect for your privacy at all times.

## Help us to help you by:

- treating other people in the centre with respect and courtesy, whether they be customers or centre staff
- treating centre facilities, equipment, collections and property with due care
- assisting staff understand your needs clearly
- providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem
- participating in the activities and services offered by the community centre in a spirit of good humour and co-operation
- informing yourself of centre policies and rules and observing these at all times *(list here all policies , rules etc and where they are displayed)*
- ensuring that children in your care are properly supervised while in the centre *(refer here to any specific policies or guidelines endorsed by Council)*
- complying with any directions or instructions given by staff.