

ULSPORT

IRELAND'S SPORTS CAMPUS

CUSTOMER CHARTER

UL Sport provides a comprehensive, diverse range of facilities and services to the university campus and wider sports area. This is underpinned and driven by professional staff. Our aim is to provide an outstanding and distinct customer experience within UL Sport. We believe that all our stakeholders are entitled to a high standard of quality from us.

UL SPORT AIMS TO OFFER THE FOLLOWING:

- 1. COURTESY** – To treat you in a polite, pleasant manner and with respect.
- 2. PROFESSIONALISM** – To deliver a professional approach and expert advice where needed.
- 3. COLLABORATION** – To listen & seek feedback and inform you of all actions taken.
- 4. SAFETY** – To ensure that you are always in a safe environment.
- 5. CONTACT** – To provide you with a fast & efficient service when dealing with you in all modes of communication.
- 6. EXCELLENCE** – To provide facilities with a high standard of cleanliness for you to enjoy.
- 7. COMMUNICATION** – To communicate with you clearly and promptly at all times.
- 8. CUSTOMER CARE** – To ensure a high standard of customer care in a friendly, welcoming environment.
- 9. UL SPORT STAFF** – To guarantee our staff are skilled, motivated and has the resources to work at a high standard.
- 10. RECOGNITION** – To ensure that all the UL Sport staff are recognisable in their areas.

You the customer can help us achieve these aims by being clear, courteous, constructive and adhering to our Terms and Conditions within UL Sport.

In order to facilitate continuous improvement, UL Sport values your feedback on all aspects of the services we provide. All correspondence will be reported to the relevant area Manager and discussed at the appropriate level. We will respond to all communications within seven days.

All suggestions / complaints can be delivered using the following address: info@ulsport.ie

