



**UNIVERSITY OF  
LIMERICK**  
OLLSCOIL LUIMNIGH

**UL SPORT**  
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 experience within UL Sport. We believe that all our stakeholders are entitled to a high standard of quality from us.

In addition, a formal customer complaint can be made by emailing the generic email [info@ulsport.ie](mailto:info@ulsport.ie), all complaints are escalated to the line manager and discussed at the next operational meeting regarding follow up & next steps. We will reply to all complaints within seven days.

### **What can you expect from us?**

- A Professional approach from Staff
- Expert advice for you to improve
- An up to date website / social media
- A Friendly welcoming environment
- Advocating a healthy Body Healthy Mind
- A wide variety of services
- Clean , Accessible Facilities
- Excellent Facilities
- An open approach to change for the better
- Actively engage to resolve complaints

### **What we expect from you:**

- Courteous & Patient to deal with
- Adhere to our Rules & Policies
- Be conscious of other users
- Treat Staff appropriately
- Provide Feedback