

# FM 2.6 – Sea-Lyons Aquatics Customer Service Charter



## 1 PURPOSE

For Sea-Lyons Aquatics to formally document its Customer Service Charter.

## 2 OBJECTIVE

To facilitate a consistent standard of customer service across all Sea-Lyons Operations and to set expectations with our community around response times for matters raised.

## 3 SCOPE

This policy covers all services provided by Sea-Lyons Aquatics to all of its customers at all sites that KEMRAD Pty Ltd (T/A Sea-Lyons Aquatics) may be conducting business.

All employees are committed to uphold our customer service standards and response times.

## 4 POLICY

### **Your feedback is important to us.**

This Customer Service Charter sets out Sea-Lyons Aquatics service standard and explains what you as our customer can do if we have not delivered a service to that standard. Our Charter has been developed to further build and enhance relationships and partnerships with our community and customers and to enable a system for continuous improvement to our levels of customer service.

We welcome and value any feedback on our services and facility.

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

At all times we will:

- Be respectful and courteous
- Handle your enquiry promptly in accordance with our response times
- Respect your privacy
- Consult with and listen to you, without making commitments we cannot keep
- Maintain the facility in a safe and proper manner to ensure your convenience and comfort
- Provide a high standard of presentation and performance
- Greet you in a friendly way and identify ourselves
- Be helpful and sensitive to your needs
- Communicate clearly and in plain English
- Work with you to solve problems

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## What we need from you

- Treat our employees courteously and with respect
- Respect the rights and privacy of other people in the community
- Provide accurate and complete information in your dealings with us
- Work with us to resolve issues when things go wrong
- Provide us with feedback on our services
- Observe advice and information given at all times
- Read and understand the “conditions of entry” at all times
- Observe and respect the advice and directions given regarding Sea-Lyons Aquatics Child and Youth Safe Policy.

## Our response to abusive or intimidating customers

In any interaction with members of the community where personal abuse or vulgar language is used, or the customer exhibits intimidating behaviour, the communication may be terminated immediately by our staff. These incidents will be recorded and reported. Additionally if an employee at any time feels threatened by the language or behaviour of the customer, they may notify the Police.

There may be occasions when the issue(s) a person has cannot be dealt with to their satisfaction and they are relentless in their pursuit of an alternate outcome. In these cases, Sea-Lyons Aquatics may decide to limit or cease responses to the person on the issue(s). A decision of this nature will be communicated in writing to the person.

## Response times

Sea-Lyons Aquatics strives to deliver service in a consistent manner across our team. We do however have a busy and everchanging environment with a large number of community members requiring the attention of our team and therefore despite our best efforts we acknowledge that sometimes our service levels may be outside of what we would like, such as for example during peak periods.

Sea-Lyons Aquatics has voice mail in place across our phone services in order to accept your call and enable a return call to be provided to you.

In person there are times that require patience, however all enquiries are attended to in an “as far as reasonably practicable” time frame.

Sometimes the person required to handle your enquiry may not be immediately available. In these instances, Sea-Lyons Aquatics will endeavour to respond to your needs within two business days.

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## How to contact us

- In person: Burnie Aquatic Centre – Monday to Friday from 5.30am to 5.00pm (except public holidays) \*Feedback forms available at the front counter.
- In writing: PO Box 1311, Burnie TAS 7320
- By phone: 03 6430 5733 – Monday to Friday from 5.30am to 5.00pm (except public holidays)
- By email: [admin1@sealyonsaquatics.com.au](mailto:admin1@sealyonsaquatics.com.au)

## 5 Complaints

### What is a complaint?

A complaint is an expression of dissatisfaction with a level or quality of service, or behaviour of an employee or agent, which can be investigated and acted upon and has been specifically referred to Sea-Lyons Aquatics for action.

### What is not a complaint?

#### The following are not considered a complaint:

- A request for service (unless there was no response to the first request for a service).
- A request for information or an explanation of a policy or procedure.
- Disagreement with a policy or condition of entry to the Burnie Aquatic Centre.
- An expression concerning the general direction and performance of Sea-Lyons Aquatics or its representatives.
- An anonymous complaint, except where the matter is considered very serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.
- An expression of dissatisfaction with the behaviour of staff member (outside of their rostered duties).
- Reports of damaged or faulty infrastructure.
- Reports about other community members behaviour within the Centre (unless a previous report has not been handled appropriately).
- Child safety allegations is not a complaint. These are handled outside normal complaints processes. Refer to child safe policy or contact the Strong Families Safe Kids Advice and Referral Line
- An issue that falls outside of the Sea-Lyons Aquatics jurisdiction or for which it has no power to act. In particular when legislation or GSPO benchmarks stipulate the measures that are in place are required.

Many of the issues above are called 'complaints' when a customer contacts us because a customer is unhappy about the situation and wants something done. It is in Sea-Lyons Aquatics best interest to resolve 'complaints' and we are committed to doing so in a respectful and timely manner. However, some operational issues are held by either legislation and or strict guidelines that are there to ensure the safety of all guests and visitors. Therefore, these operational issues are dealt with separately from the formal complaints management process.

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## How to make a complaint

If we've let you down, we've let ourselves down and we would like to work with you to improve our service. The staff at our reception area are here to help you. It is your first point of contact for all enquiries and complaints.

### The information we will require from you in order to deal with a complaint is:

- Your name and contact details
- Date, times and location of events
- What happened
- To whom the customer has spoken (names, position in the Council and dates)
- State what the customer hopes to achieve as an outcome to the complaint

### What if I am not happy with the resolution of my complaint?

Investigation of complaints are the responsibility of The Operations Manager who will inform the customer in writing of their findings upon completion of an investigation. Experience has shown that the majority of complaints will be satisfactorily resolved. However, a person who is not satisfied with the outcome may request a review of the complaint by the Centre Manager. A request for a review of this nature is to be in writing. In the event that the complaint relates to a facility related matter, escalation of the issue can be to the Burnie City Council. All other matters should be referred to an appropriate independent body.

### Consideration of a Complaint

#### In considering a complaint the Operations Manager will:

- Examine and analyse the information already available and follow up points requiring clarification,
- Look at the Sea-Lyons Aquatics Policies which might have a bearing on the complaint,
- Consider whether or not Sea-Lyons Aquatics is at fault;
- Consider any necessary action to be taken to correct the faults identified; and
- Consider a review of the Sea-Lyons Aquatics procedures to avoid recurrence of any similar complaint in the future if necessary.

### Vexatious Complaints

All complaints received by Sea-Lyons Aquatics will be treated with the utmost seriousness however if a complaint is found to be malicious, frivolous or vexatious no further action will be taken on the complaint. The customer will be informed of this decision in writing.

### Anonymous Complaints

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While Sea-Lyons Aquatics will receive anonymous complaints, it will generally only act on them where the matter is considered to be very serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.

## 6 Protection of Customer

Sea-Lyons Aquatics will take all care to ensure that the reporting of complaints will not result in a customer experiencing any form of victimisation or retribution as a result of the complaint.

### **Personal Information Protection**

Sea-Lyons Aquatics is committed to the protection of personal information provided by a customer in accordance with the requirements of the Personal Information Protection Act 2004.

## 7 Reporting

The Operations Manager is to provide The Centre Manager with a report monthly of the number and nature of complaints received in accordance with section RD6.5 Monthly reporting of the SLA Policy and Procedural Manual.

Reports of this nature may also be shared with the Local City council on request as per contract 2682 – Management of the Burnie Aquatic Centre.

### **Governing Documents**

Personal Information Protection Act 2004.

Burnie City Council contract 2682 – Management of the Burnie Aquatic Centre.

Guidelines of Safe Pool Operation 2026.

Tasmanian Anti-Discrimination Act 1998.

Child and Youth Safe Organisations Act 2023.

## 8 Review

This Customer Service Charter will be reviewed during the SLA Policy & Procedural manual review annually or at any time requested by the Centre Manager.

Review Date - 01.12.2026

### **Availability**

This Customer Service Charter is available:

- for public inspection at the Burnie Aquatic Centre during normal office hours,
- Via email on request free of charge.

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## 9 Responsibility

It is the responsibility of the Operations Manager to keep a register of formal complaints received by Sea-Lyons Aquatics.

It is the responsibility of the Director KEMRAD Pty Ltd T/A Sea-Lyons Aquatics to maintain and review this policy.

It is the responsibility of the Duty Manager on shift to operationalise this policy.