

MOVE IMPERIAL CUSTOMER SERVICE COMMITMENTS

We strive to deliver services which are of an excellent and consistent quality, that are responsive to the needs and expectations of our members and are accessible by all our members.

WE WILL

- ▶ Provide an efficient, friendly service to all members. We will be polite, helpful and treat all members equally, whatever their age, sexual orientation, religious belief, disability, gender or race
- ▶ Provide a range of activities and services that meet member needs and expectations
- ▶ Provide a service to our members that is considered to represent good value for money
- ▶ Respond to all enquiries / feedback / complaints within a given time frame
- ▶ Ensure information is readily available to members and that it is updated regularly to reflect the services offered at any given time
- ▶ Ensure our systems are accessible, easy to navigate and are effective and easy to use
- ▶ Ensure that facilities are maintained to a high standard of cleanliness at all times
- ▶ Undertake regular maintenance to ensure facilities and equipment are in good working order and available to members

We will monitor our performance against these standards to ensure we are providing you with excellent services.

We will report back to you how we are performing against each standard on a quarterly basis; reports will be displayed both on our notice boards and on our website.

FEEDBACK

We welcome and encourage feedback from you. Let us know what we are doing right, and where we can improve.

Your ideas, comments, suggestions, compliments and complaints provide us with valuable information that we can use to make improvements to our services and put things right for you if we can.

GET IN TOUCH

ONLINE (via ASK)
imperial.service-now.com/sport

VIA FEEDBACK SCREEN (ETHOS)
Feedback stand in Ethos reception

BY PHONE (ETHOS)*
020 7594 6660

*During concierge hours only

ETHOS CONCIERGE STAFF HOURS
(Term time only)

Monday, Tuesday, Thursday, Friday:
15.45–19.30

Wednesday:
11.45–20.30

Saturday, Sunday:
08.30–15.30

COMPLAINTS

Should you need to raise a complaint regarding any of our services/facilities/staff we will:

- ▶ Acknowledge receipt of your complaint within 48 hours, letting you know who is investigating your complaint.
- ▶ We aim to investigate the complaint within 5 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 10 working days.
- ▶ We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting).
- ▶ At the end of the investigation we shall write/ email to inform you of our decision.

TIMESCALES

| WHEN YOU CONTACT US... | WE WILL... | WITHIN... |
|------------------------|---|-------------------------------------|
| By telephone | Answer your call | 30 seconds (during concierge hours) |
| Via ASK online | Reply to you with a minimum of a holding reply and where possible with a resolution/response to the issue in full | 2 working days |
| By direct email | Reply to you with a resolution/response to the issue in full where possible | 5 working days |