



Information

EAST RIDING
LEISURE

Customer Charter

Standards of Service



EAST RIDING
OF YORKSHIRE COUNCIL

eastridingleisure.co.uk

[f](#) EastRidingLeisure [t](#) @ERLeisure

OUR COMMITMENT TO YOU

- We will make it easy for you to know what services are available to you, when and at what cost.
- We will make it easy for you to let us know what you think of our services.
- We will make sure all of our staff are trained to the correct level.
- We will make sure that our sites are clean and safe to use.

OUR STANDARDS

- We will provide a value for money service with accurate information on venues, activities, times and prices.
- We respond to our customer's comments, suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.
- We provide helpful, experienced and informative staff to ensure that your visit is enjoyable and safe.
- We maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all our customers.





FOR MORE INFORMATION

- **Telephone** your nearest facility (*listed on the back page*)
- **Leaflets** are available from all East Riding Leisure facilities
- Visit a facility **website** (*listed on the back page*)
- Send an **email** to: leisure@eastriding.gov.uk
- **Customer Service Centre**
- **Send a letter to:**
East Riding Leisure Beverley
Central Leisure Unit
Flemingate
Beverley
East Riding of Yorkshire
HU17 0LT
- **Library Services**
- **East Riding News**
- **A-Z directory**
- **Tourist Information Centre**



**CUSTOMER
SERVICE
EXCELLENCE**



FACILITIES

East Riding Leisure Beverley eastringleisure.co.uk/beverley	(01482) 395230
East Riding Leisure Bridlington eastringleisure.co.uk/bridlington	(01262) 606715
Cottingham Playsport Pavilion cottinghamplaysport.co.uk	(01482) 840290
East Riding Leisure Driffield eastringleisure.co.uk/driffield	(01377) 257480
East Riding Leisure Francis Scaife eastringleisure.co.uk/francisscaife	(01759) 305052
East Riding Leisure Goole eastringleisure.co.uk/goole	(01405) 769005
East Riding Leisure Haltemprice eastringleisure.co.uk/haltemprice	(01482) 652501
East Riding Leisure Hornsea eastringleisure.co.uk/hornsea	(01964) 533366
East Riding Leisure Withernsea eastringleisure.co.uk/withernsea	(01964) 614000
East Riding Leisure South Cave eastringleisure.co.uk/southcaves	(01430) 422132
East Riding Leisure South Holderness eastringleisure.co.uk/southholderness	(01482) 897609

Specific performance information is available at each facility.

East Riding of Yorkshire Council will, on request, provide this document in braille or **large print**.

If English is not your first language and you would like a translation of this document, please telephone (01482) 393939.

PD05536



EAST RIDING
OF YORKSHIRE COUNCIL

eastringleisure.co.uk
Facebook: [EastRidingLeisure](#) Twitter: [@ERLeisure](#)