

Meeting the Standard

Whatever activity you take part in, Bromley Mytime wants to ensure that it meets your expectations. We know there are areas in which we need to improve which is why we're currently focusing on the following Service Standards as our priority.

1. Our Staff

Our staff will be well presented in Bromley Mytime uniform and should be polite and friendly at all times. Photos of key staff will be on display in the centre. Staff will be knowledgeable on available activities and prices for hiring the hall or attending activities.

2. External Appearance

We will maintain the external appearance of our centres and keep entrances free from litter.

3. Reception

The reception area will be clean, tidy and welcoming with information on Bromley Mytime facilities and services available from leaflet dispensers.

4. Customer Feedback

Our talktime customer comment system will be displayed in our centres with results regularly fed back to customers. We will acknowledge all complaints within three working days and fully answer within ten working days.

5. Service Restrictions

Bromley Mytime will always endeavour to provide a full service to its customers. If this cannot be achieved for any reason, customers will be told in advance if at all possible.

6. Prices

Our prices will be clearly on display at our centres and on the website. Changes will be notified to regular customers at least two months in advance of their introduction.

7. Telephones

Telephone calls should be answered within 5 rings whilst reception is staffed, or you will receive an apology for keeping you waiting. If we are away from reception please leave a message and we will return your call as soon as possible. Out of hours messages will be returned no later than the end of the following working day.

8. Halls and Meeting Rooms

Halls and rooms will be clean and well lit with any required furniture and equipment laid out ready for use. All equipment not required will be placed in the store.

9. Toilets

Our toilets will be clean and free from litter. Toilets will be stocked with paper and inspected regularly.

10. Website

The Bromley Mytime website www.bromleymytime.org.uk will provide the latest information on programmes, prices and opening hours. It will also contain information on all Bromley Mytime facilities and services with further contact details and be up to date and accurate.

11. Equality

We will improve access to our services in consultation with representative groups and ensure equality for all customers, staff and stakeholders.

12. Reinvesting Surplus

We will re-invest our surpluses in the centres and services that we offer. No money is paid to shareholders – it is our customers that will see the benefit.

If we fail to meet these standards, please let us know and we may reward you for taking the time to help us improve. If there are other areas which you feel we should be working hard to improve, let us know either at reception or through a talktime form so we can continue to improve the quality of our service.