



Customer Service Statement

Our Commitment to You

At Riverside Swimming Pool, we are committed to providing a high standard of customer service at every level of interaction. Our goal is to create a safe, supportive, and enjoyable environment where swimmers of all ages and abilities can develop their skills with confidence. We aim to exceed expectations by delivering consistent, professional, and friendly service to all our customers, whether you're a new parent making an enquiry or a long-standing member of our swim family.

Our Service Standards

We promise to:

- Be approachable, professional, and respectful at all times.
- Respond to all enquiries within 2 working days.
- Communicate clearly about bookings, cancellations, changes to lessons, and other important updates.
- Provide qualified, experienced, and caring instructors to support each swimmer's progress.
- Treat all swimmers and families equally, regardless of background, ability, or circumstance.
- Listen to your feedback and take your concerns seriously.
- Continuously improve our services based on feedback and best practices.

Communication Channels

You can contact us via:

- Email: info@riversidepool.co.uk
- Phone: 07301949751
- In person at the venue (during scheduled lesson times)

We encourage you to reach out with any questions, feedback, or concerns. We aim to respond to all communications within 48 hours (Mon–Fri).

Swimmer and Parent Support

We're here to support both swimmers and parents. This means:

- Offering regular progress updates.
- Providing guidance on swimming levels and next steps.
- Making reasonable adjustments for children with specific needs (please notify us in advance).
- Ensuring our staff are trained in safeguarding and child welfare.



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Handling Complaints

If you are unhappy with any aspect of our service:

- Please raise the issue directly with a staff member or swim instructor in the first instance.
- If unresolved, email info@riversidepool.co.uk or call us.
- We will acknowledge all complaints within 2 working days and aim to resolve them within 7 working days.

All complaints are treated seriously, confidentially, and in line with our Complaints Policy.

Customer Feedback

We welcome and value your feedback. You can provide feedback by:

- Speaking to a member of the team.
- Emailing us.
- Completing periodic satisfaction surveys.
- We review all feedback during team meetings and use it to improve our services and customer experience.

Cancellations and Refunds

Please refer to our Terms & Conditions for detailed information on:

- Cancellations by the customer.
- Missed lessons.
- Pool closures or changes due to unforeseen circumstances.
- Refunds and credits.
- We are committed to handling such matters fairly and transparently.

Inclusivity and Respect

Riverside Swimming Pool promotes a culture of mutual respect. We ask all staff, swimmers, and parents/carers to:

- Be courteous and respectful to one another
- Treat our facilities and staff with care
- Refrain from using inappropriate, offensive, or aggressive language or behaviour
- We reserve the right to take appropriate action if these expectations are not met.

Continuous Improvement

We regularly review our programmes, policies, and operations to ensure they meet the needs of our swimmers and reflect the highest standards in swim education and customer care.



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Contact Us

If you have any queries about this statement or would like to speak with a member of the team, please contact:

- Riverside Swimming Pool
- Email: info@riversidepool.co.uk
- Phone: 07301949751

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