



Our promise to Visitors Customer Service Standards

Our team at Leicester Visitor Information Centre puts you, our visitor, at the heart of our operation and always aspires to service excellence. This document outlines our promise to you when you contact us with any enquiry.

To assist us in achieving our vision above we have set specific customer service standards, which are assessed annually. Our performance is also monitored against these standards on a monthly basis internally and through an annual independent assessment.

We value your feedback so please let us know if you have any ideas to help us improve. There are two ways you can contact us with your feedback and they are outlined at the end of this document.

When you contact us we will:

- Respect all customers, be polite, helpful and professional
- Ensure that all our customers are treated fairly and that we will meet the individual needs of customers as best we can and as outlined in our Access Statement. A copy of our Access Statement is available on request, online or by visiting our Centre.
- Ensure that your information you provide is treated confidentially and in compliance with the Data Protection Act.

Below we detail how we will deal with your enquiry in three different circumstances: when you visit us, you call our contact line or email us.

Enquiries when visiting Leicester Visitor Centre
When you visit us our team will:

- Be recognisable and always wear a uniform and a name badge stating each team member's name and job title
- Make you feel welcome, immediately acknowledge you and greet you as appropriate
- Apologise for any waiting you have experienced
- Listen carefully and establish your needs and provide a tailor made reply to your enquiry, using either our publications or in house systems available
- Deal with your enquiry quickly and efficiently, respecting your timescales and offer further assistance as appropriate
- Encourage you to provide us with your feedback and always wish you farewell!

Enquiries via our contact line 0844 888 5181
Our contact team will:

- Reply to your call within 5 rings where possible or provide the option of leaving a telephone message as appropriate
- Greet you in a professional manner including a salutation, the centre's name and the operators name
- Apologise for any waiting you have experienced
- Give you their full attention, listen carefully and ask questions to fully establish your needs and subsequently provide an efficient reply to your enquiry
- Use clear free of jargon language and offer further assistance or to send you further information

- Thank you for contacting us, invite you to visit Leicester Visitor Information Centre and end the call after you do

Enquiries via email at info@goleicestershire.com

When replying to your email we will:

- Send an automated response to let you know we have received your enquiry and we aim to fully reply within 24 working hours
- Address you appropriately and use professional language and layout in our reply.
- Fully reply to your enquiry or ask for further clarification if necessary and to establish your needs
- Avoid using jargon and list or attach the information relevant to your enquiry.
- State the centre's opening hours and the name, job title and full contact details of the person replying to your email
- Offer additional assistance where appropriate, wish you a pleasant stay and invite you to visit our centre.

Feedback:

We welcome and encourage feedback from you and we endeavour to continuously monitor and improve our performance. You can provide us with your feedback in two ways:

Fill in a Customer Satisfaction Survey when you visit us at:
Leicester Visitor Information Centre
7-9 Every Street
Town Hall Square
Leicester
LE1 6AG

If you have contacted us via email follow the link to the bottom of our reply to fill in an online Customer Satisfaction Survey

Complaint Handling:

If there is an issue that you would like to bring to our attention please forward your complaint in writing to Leicester Visitor Information Centre at the address above or email us at info@goleicestershire.com

We aim to acknowledge all complaints within 48 working hours from the date they have been received and to fully reply within 14 working days of receipt