Glasgow Life

Service Standards

When you visit any Glasgow Life venue or use our service we will:

- Offer a welcoming, safe, clean and accessible environment

- Be recognisable by our badge or uniform

- Be professional and courteous

- Provide clearly worded, accessible and accurate information

- Respect our customers' confidentiality

- Provide information about our services on request in a range of formats including large print, audio and community languages

- In 95% of cases when you have an appointment with us we will meet you within five minutes of your appointment time

- Take and pass on your contact details if we can't reach the person you are looking for.

When you contact us we will respond to 95% of:

- Phone calls within 15 seconds during opening hours. If you phone us out of hours you will be able to leave a voicemail message

- Voicemails, phone messages and social media enquiries within one working day

- Emails and text phone within three working days

- Letters and faxes within five working days

- Social Media – direct messaging within 24 hours

- We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.

We are here to help, and we welcome your comments which we will use to improve our service. We hope you enjoy your visit.

Glasgow CITY COUNCIL

www.glasgowlife.org.uk

arts   communities   events   libraries   museums   music   sport   young glasgow

WORKING TOGETHER TO TRANSFORM LIVES IN GLASGOW

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