



## **SERVICE STANDARD WEST LOTHIAN COUNCIL'S OUTDOOR PURSUITS SECTION**

### **Description of our Service:-**

To develop, organise and implement an outdoor activity programme for a wide variety of groups and individuals thereby contributing to the educational and personal development of the participants.

### **Our Customers are:**

Educational establishments, community groups, businesses, general public and other interested agencies.

### **Our Business Address is:**

Beebraigs Country Park, The Park Centre, Near Linlithgow, West Lothian EH49 6PL

Tel: 01506 844516 Fax: 01506 846256 E-mail: [mail@beecraigs.com](mailto:mail@beecraigs.com) [www.beecraigs.com](http://www.beecraigs.com)

### **Availability:-**

The Outdoor Pursuits Section works throughout the year. Contact for further details.

### **We will:-**

- Adhere to the standards set out in Countryside Section's Customer Service Commitments document.
- Provide clear and accurate information to all customers using the service.
- Check and respond to e-mails, telephone enquiries and any other correspondence within 2-3 working days.
- Deal courteously and fairly with all members of the community.
- Respond sensitively to individual needs, providing as flexible a service as possible.
- Comply with all relevant statutory obligations and AALA licensing requirements.
- Display a current AALA licence for those activities requiring to be licensed.
- Display a copy of our current standard operating procedures.
- Ensure all activities are led by fully qualified and experienced instructors, maintaining training logs to ensure qualifications are current.
- Ensure equipment is counted and results recorded twice a year. Ensure equipment is inspected and maintained to safe standards.
- Review risk assessments annually and update as required.
- Provide customers with the opportunity to comment on our service and facilities.
- Regularly evaluate and review performance and make the results available twice a year.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 80%.