

# Service Standards



Get the most out of  
**GlasgowLife™**



## 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.**



[www.glasgowlife.org.uk](http://www.glasgowlife.org.uk)



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WORKING TOGETHER TO TRANSFORM LIVES IN GLASGOW

PARTNER



SUPPORTER

