



Greenbank Sports Academy – Customer Charter

Our Mission

Supporting people to achieve their potential through inclusive education, sport and leisure activities.

Greenbank Sports Academy Objectives include:

- Offering a diverse Inclusive Sports & Activity Programme.
- Providing a fully equipped gym with specialist equipment for disabled people.
- Delivering sports and recreation sessions for target groups during school holidays.
- Offering specialist sports coaching for the community, including schools.
- Establishing pathways into vocational training and coaching via Greenbank College.
- Opening employment opportunities in the sports and leisure sector for disabled people and identified target groups.
- Providing community-accessible conference, sport and fitness facilities operated on a not-for-profit model, where all income is reinvested to benefit the community.

Our Commitment to You

- Provide a safe, welcoming, and inclusive environment for everyone.
- Deliver high-quality facilities, coaching, and programmes accessible to all ages and abilities.
- Treat all customers with dignity, fairness, and respect.
- Communicate openly, clearly, and honestly about our services and activities.
- Actively listen to your feedback and use it to improve our services.
- Promote sustainability and ensure our operations benefit both people and the planet.

Our Service Standards

- Friendly, professional, and supportive staff.
- Qualified coaches and instructors who prioritise your wellbeing.
- Clean, safe, and well-maintained facilities.
- Accessible services and programmes for people of all abilities.
- Timely responses to enquiries, bookings, and complaints.
- Safeguarding practices that protect children, young people, and vulnerable adults.

Your Responsibilities

- Treat our staff, volunteers, and other members with courtesy and respect.
- Use our facilities and equipment safely and responsibly.
- Follow the health, safety, and safeguarding guidance provided.
- Respect the policies and procedures including equality, diversity, and inclusion.
- Keep us informed of any changes to your details or health that may affect your participation.
- Share your ideas, concerns, and feedback to help us improve.

Equality, Diversity & Inclusion

We are committed to ensuring everyone has equal access to sport and wellbeing opportunities. Discrimination, harassment, or bullying will not be tolerated under any circumstances.

Feedback and Complaints

- You can give feedback in person, by phone, email, social media direct messaging or through our website.
- We aim to acknowledge all complaints within 5 working days and provide a full response within 10 working days.

Telephone: Sports Academy Reception 0151 2807757 / sports.academy@greenbank.org.uk

- We welcome positive feedback and will always share it with our team.

Our Promise

Greenbank Sports Academy is more than just a sports facility—it is a place where the community comes together to learn, grow, and achieve. We are committed to putting our members and community at the heart of everything we do.