

AQUATIC FACILITY GUIDELINES

3 Customer Care



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The Aquatic Facility Guidelines have been developed for use by aquatic managers. They provide detailed information covering the management and operation of an aquatic facility.

This document is a companion document to the Facility Management Manual which can be found on the Sport NZ website and the NZ Recreation Association website:

<http://nzrecreation.co.nz/index.php/facilities-home/facilities-guidelines>

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1 Introduction

Providing customers with a positive, safe aquatic experience is the goal of every facility. Looking after customers ensures happy customers and repeat business. Customer care covers issues such as service and satisfaction, education and being aware of the needs of different customer groups.

There is a comprehensive resource on customer care and experience in the Facility Management Manual, including examples of Key Performance Indicators and satisfaction surveys.

1.1 Customer service

The role of a facility manager is to provide aquatic experiences for customers. In order to undertake this role effectively, quality customer service is key to attracting large numbers of customers to the facility. A customer focused facility:

- Goes the extra mile for customers
- Understands all their customers
- Treats all customers with respect and makes customers feel special
- Targets specific customers
- Offers and schedules programmes which are needed
- Uses effective communication between customers and management
- Has a committed team, trained in customer service
- Has staff trained in understanding ethnic sensitivities
- Meets the needs of customers

Three major reasons why facilities should use a customer service focus are:

- It is the best way of attracting customers and keeping them (high return visits)
- It creates positive experiences for customers by consistently meeting or exceeding their expectations (satisfying needs)
- It forces management and staff to focus on what the customer wants



Customer service puts the facility at the service of customers. It is a way of managing which aims to satisfy the needs, wants and preferences of customers, by offering quality programmes and services which are appropriately priced, scheduled and promoted. Customer service is not something done in addition to managing the facility; it is an approach, which affects all management decisions.

1.2 Customer satisfaction

The facility manager must determine which customers to serve, what products to provide and what outcomes need to be achieved. It is not possible to provide programmes and services for everybody but all services must be of a high quality and relate to customer needs.

Developing a customer service plan involves reviewing existing objectives of the facility and operating environment and identifying future objectives. These future objectives need to include target markets, marketing strategies, and mechanisms for measuring effectiveness such as customer evaluations.

Determining whether the facility is fulfilling its objectives will be key to customer satisfaction. Methods for determining customer satisfaction include:

- User surveys
- Membership surveys
- Information line
- Mail/phone questionnaires
- Focus groups
- Personal exit interviews
- Point of sale voluntary surveys
- Use of frequent buyer programmes to lock in customers
- Feedback forms.

The 'NZRA Yardstick' benchmarking project provides the industry with a customer service and satisfaction monitoring tool. Through Yardstick, Leisurecheck captures information specific to the pool and recreation industry, and allows the industry to compare results between centres in areas of customer service and satisfaction, and industry performance. Information is collected through annual intercept surveys that are carried out at facilities.

Further information

<http://www.yardstickglobal.org>

Templates: Feedback form
Leisurecheck visitor questionnaire

1.3 Customer education

Education in the safe use of the facility is a worthwhile investment, improving the overall safety for both the customers and staff. It must be accepted that some customers will be unaware of potential risks or hazards associated with their visit or activity, especially if they are new to the facility.

Relationships with customers will be enhanced if staff recognise the importance of education as part of their role. Establishing acceptable levels of behaviour must be achieved through positive words and actions. Communicating possible hazards and appropriate behaviour to customers is generally enough to correct unacceptable behaviour. Appropriate signage is a positive way of improving customer awareness, warning of potential hazards or encouraging desirable behaviour. Signs should be chosen to reflect the facility rules, use of equipment and location of amenities. They do not need to be restricted to walls, but can also be included on the floor, on staff uniforms or as structures to reinforce parent/caregiver education.



1.4 Customer relations

Customer relations might best be described as developing better communications and understanding. Customer relations occur at all points of customer contact and are a key focus of the facility manager. The manager and staff influence the facility's customer profile by appearance, correspondence, by the way customers are spoken to (face to face or over the telephone). In the eyes of customers, staff are the facility.

Good customer relations is not just good manners, it must be supported by common sense and efficiency. Five basic rules for good customer relations are:

- Be courteous and friendly
- Be prompt and efficient
- Give accurate and up-to-date information and advice
- Show genuine interest in customer's activity or interest
- Understand and support aims and policies of the facility.

Remember, the main aim is to encourage customers to have a favourable attitude towards the facility, not just towards staff personally. When dealing with customers, staff must support and explain the facility's policies and procedures, and that staff are fully aware of them.

Creating the right image and atmosphere may involve a smile, friendly greeting, an explanation of facility policies or equipment use. Staff need to model appropriate behaviour, including:

- Smile and appear approachable
- Use eye contact when engaging with individual customers
- Be courteous but firm in any approach
- Be seen to care
- Be specific and give reasons for any warning or instruction.

1.5 Personnel relations

Before staff can establish good relationships with customers, they must first make an attempt to understand them and most importantly, accept people's individuality and treat customers as individuals.

Everyone has different backgrounds, abilities, interests and ambitions. To understand each individual, we must consider all these factors. As well as treating everyone as an individual, there are some basic skills staff should practice to achieve good personnel relations.

Being a good listener is a useful asset for gaining an insight into customer and staff behaviour and their understanding of the facility and its services. To be respected, staff must be honest and consistent in their work. This means they must first know the work, and second, treat others with consideration. Sincerity is the key to good personnel relations.

Make it easy for staff and customers to approach management by being accessible and friendly. Staff opinions' and way of doing things are the result of many particular influences.

Being open minded and tolerant are useful assets. Be fair when making decisions that affect others. Staff should ensure that they are aware of the facts and do not jump to conclusions or let prejudice affect their judgement. Remaining impartial and being consistent when making decisions is essential.

Resolving conflict between staff, and staff and customers, requires objectivity and sensitivity. Listen to all points of view before judging responsibility. Often potentially troublesome conflicts can be resolved by allowing all parties to air their concerns. Clearly identify any policies, which affect issues raised and ensure that all parties are aware of the rationale behind a decision.

- Do not display anger or use inappropriate language
- Stay calm
- Do not intimidate customers
- Be culturally aware.

1.6 Promotion through staff

The purpose of promotion is to tell existing and potential customers about the facility, programmes and services available, and the benefits the facility offers.

It is essential that all staff are used in promotion by informing them of all the activities which are occurring in the facility. They are the facility's key ambassadors.

Promotion does not drive marketing, it only communicates it! An effective promotion strategy will result in increased participation and increased revenue. Facility managers must coordinate or plan their promotion campaign rather than adopting an ad hoc approach.

Effective promotion strategies will:

- Increase knowledge of what is available
- Be more persuasive when linked to benefits
- Allow decisions to be made on an informed basis
- Remind customers of what is available, and the benefits from attending.

Promotion motivates potential customers into visiting the facility and joining programmes through the use of various communication methods. Managers can use a variety of promotional methods including:

- Personal selling involving face to face contact with customers. Customers can ask questions about services and programmes and receive answers immediately
- Advertising of activities and programmes at the facility
- Sales promotions designed to stimulate earlier and/or stronger target market response in the short term, and can include incentives, samples, coupons, refund offers, contests, demonstrations, etc.
- Publicity, such as editorial space, detailing the facility and programmes in all media available to customers. This is the most frequently used form of promotion for facilities and involves stories, features and articles in the press, radio and television.

2 Understanding Customers

2.1 Disability awareness

It is important that the pool facility is welcoming and accessible to all customers, including those with disabilities.

All staff need to be aware of customers with disabilities but the responsibility for the customer should remain with the caregiver. It is recommended that all staff receive training that provides a basic disability awareness and understanding of the techniques for assisting customers with disabilities. Assistance can be provided by staff, but needs to be limited to their area of training and with the permission of the customer.

The role of lifeguards will be to maintain an awareness of those with disabilities using the facility. Disabilities may not always be obvious and attention should not be focused solely on particular customers. Where individual supervision is provided, caregivers will need to be made aware of their role and responsibilities as compared to those of the facility staff.

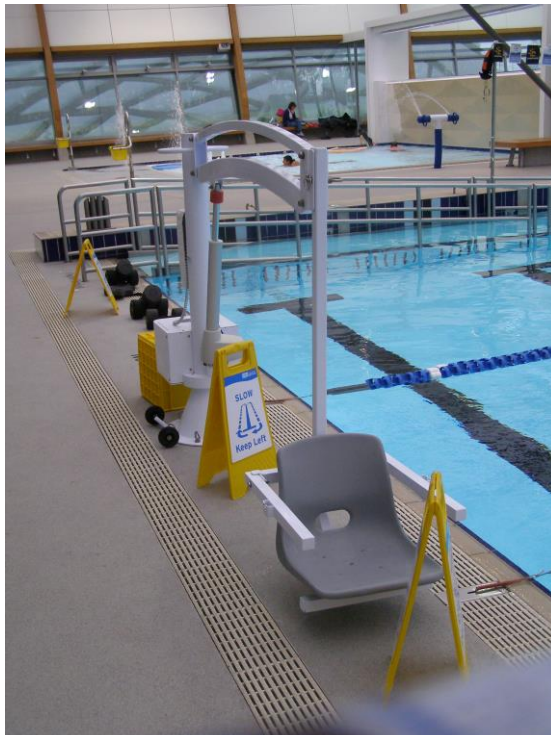
The facility NOP should include recommendations for assisting customers with disabilities, and the use of specialist equipment e.g. hoists and flotation devices. It is important that staff practice the use of these devices and rescue techniques which can be adapted if needed.

2.2 Cultural awareness

Different cultural groups make up the customer base of any facility, whether they are tourists or locals in the area. Cultural awareness includes an understanding of the different values, actions and perceptions different cultures can have on a specific situation. What is appropriate behaviour or dress code for one culture will not be appropriate for another, and clearly establishing the expectations and rules of the facility will remove any potentially embarrassing or awkward situations.

Staff training should include cultural issues/needs specific to individual facilities.

Signage in other languages, especially relating to health and safety, customer codes etc. may also be appropriate if there are a high number of users from a specific language group.



3 Customer Safety Code

Important water safety rules need to be cued, promoted, reinforced and discussed where relevant and applicable to ensure additional preventative measures are taken on top of supervision.

A 'Swimming Pool Customers' Safety Code' may assist in encouraging more responsible behaviour. Codes can be displayed as a sign or provided as a handout for customers. Some examples that may be applicable are:

Swimming is fun and enjoyable, but pools can be dangerous. Water presents a risk of drowning and injury can be sustained from the hard pool surfaces or the misuse of equipment. To ensure your safety, and the safety and enjoyment of other pool users, the [pool name] management have established the following code of behaviour for all pool users.

Always obey the pool's safety rules and listen to the instructions of pool lifeguards. They are there to assist you to have a good and safe time.

Never swim alone. It's more fun with family and friends.

Always check the depth of water before entering the pool as every pool is different.

Look for hazards such as diving boards, water slides, or steep slopes into deeper water.

No running, jumping, or diving into the pool.

Template: Customer safety code



4 Privacy

Protecting customers' details is very important and the release of any information should not occur without the consent of the person involved. Care must also be taken of any potential custodial conditions of a child. This particularly relates to customers who may be part of a swim school or holiday programme.

4.1 Photography

Facilities should have clear policies on the use of photography both poolside and in the changing room. Photography should not be permitted in changing room areas.

Photography or motion recording devices used by professionals or newspaper reporters should only be allowed if approved by the facility manager, and the photographer should wear a clear name badge identifying themselves to customers.

Parents taking photos of their children poolside may be permitted, but staff may need to monitor that there is no inappropriate behaviour and be aware that other customers may become defensive if there is a risk of their child being photographed.

Facility booking Terms and Conditions should clearly state the policy of photography and recordings. An example of this could be

"To ensure the privacy of all our customers, no cameras, motion recording capable devices or other recording equipment is to be used in the facility without the prior permission of management"

Template: Photography policies

5 Security

To ensure the safety of customers and staff, there may be times when the facility manager is required to issue a trespass notice. This may occur if a member of public creates an unsafe environment to other customers or staff, through aggressive and threatening behaviour. Although not required, it is recommended that this is undertaken in writing.

If a written trespass notice is issued, complete three copies of the trespass notice and give a copy to:

- the person the trespass notice is served to
- the nearest police station or attending police officer, for entering into the police records database
- keep a copy on file.

A notice is considered served once it is handed to the person for whom it is intended. If they refuse to accept it and it drops on the ground, it is still considered served. Keep that copy and note down that the person refused to accept the notice.

Management is required to give a reasonable time for the trespasser to leave. If the person stays or takes an unreasonable time to comply, call 111 and ask for Police.

If someone comes back after they have been given a trespass notice they will have committed an offence. Call 111 and ask for Police.

Further information

<http://www.police.govt.nz/advice/personal-community/trespass-notices>

Templates: Trespass notice
 Security incident report

6 FAQs from the Public

Q: Why do I need to vacate the pool when there's been a faecal accident?

A: We have procedures to follow to ensure we comply with the Water Safety Standard. It's all about keeping you guy's safe and we will re-open as soon as we can.

A: Faecal matter is a carrier for infectious diseases such as Cryptosporidium and Giardia. The pool is closed to allow staff to extract the offending object/s and allow the pool water to circulate through the filters to ensure the water is clear of any contaminants before allowing swimmers back in. This also allows us time to increase chlorine levels to kill any remaining bugs and germs. This process ensures that the risks of getting any illness associated with faecal matter are reduced if not eliminated.

Q: Why do I need to get into the pool with my kids?

A: Getting into the pool with your children is not only fun but also helps your children to learn water safety and confidence. We have an under 8 policy to safeguard your children as our team cannot possibly watch every single child at all times.

A: Because the active supervision rules are that under 5's need a parent in the water actively supervising them. We don't make the rules, we just enforce them.

A: We require an adult over 16 to hop in with under 5s. If you choose to not hop in then little Johnny will have to get out, and that would be a shame. We don't want that to happen.

Q: Why can't I take photos of people in the pool?

A: Within today's society you need to be careful of taking photos in a public environment especially if there are children present. We do not allow photos, as we want every child to be safe and secure within our facility. This also removes the risk of you being accused of anything unsavoury.

A: People can be a bit self-conscious when they are in their togs, so we ask you only take pictures of your own friends and family.

A: You can take photos of people at our facility as long as they are with your group. Please delete any photos that have anyone else at all in them including staff. Thanks ☺

Q: What chemicals are in the pool and what will they do to my - skin, swim wear, eyes, hair?

A: We use as few chemicals as possible to maintain our pool water quality. Chlorine is the main chemical that is used within our pool and is used to kill bugs and germs. The amount of chlorine used in the pool is low as we have UV filtration systems to remove 99% of the bugs. The other main chemical used is sodium bicarbonate (which can be used in your baking at home), which helps us to control the alkalinity and pH within the pool. The chemicals within the pool should not have any adverse reactions to you unless you are sensitive to the chemicals.

A: We use Chlorine to make the water safe. It's tested every three hours and I know the levels are good today.

Q: How come we have to leave the pool when there's a power outage (gas/electricity)?

A: If the power outage occurs at night or the facility has limited natural lighting, lifeguards must evacuate the pool as there is not enough lighting for them to safely supervise the pool area.

If the outage occurs over an extended period of time, the pool sanitation system becomes affected. The length of time it takes for the quality of water to be affected depends on the size of the pool and the number of customers in the pool.

A: Lifeguards can't see into the water properly and the circulation of the water through the filters keeps the water safe. Without the circulation, we can't have people in the pool as we cannot guarantee it is safe.

Q: How come we have to leave the pool when there's a cut in the water supply?

A: If the water is cut off to the pool for more than 10 – 15 minutes, customers will be asked to vacate the premises due to health and safety reasons as there will be no water supply to changing rooms for showers or toilets.

Q: How do we know that the water quality of this facility is up to standard?

A: We are continually testing the pool water throughout the day to maintain the NZ Pool Water Quality Standards, which is a legal requirement for all public pools.

A: Staff have been trained on how to maintain pool water quality so that the water is safe and enjoyable for all.

A: We are a PoolSafe pool and test our water every three hours and the spa every two hours. If anything isn't up to the standard we close the pool.

Q: Which health conditions (scabies, school sores etc.) would stop someone swimming in the pool?

A: Any medical condition that is easily spread. If you have experienced diarrhoea or vomiting within the past 48 hours you should also avoid using the pools.

A: Anything contagious, we don't want to share your bugs

7 Templates and Worksheets

7.1 Feedback form

7.2 Leisurecheck visitor questionnaire

7.3 Customer safety code

7.4 Photography policies

7.5 Trespass notice

7.6 Security incident report

7.1 Feedback form

What do you think?

We are dedicated to making your time at this facility an enjoyable experience. If you have any comments, suggestions, compliments or complaints, please take a minute to fill in this feedback form. We appreciate your thoughts and take them seriously.

Thanks for your time.



Comments / feedback / ideas	
Facility Visited:	
Date:	Time:

If you would be happy for us to discuss your feedback further please provide your details below:

Name:
Address
Phone:
Email:

Please place in drop box provided or you can post to (provide address)

7.2 Leisurecheck visitor questionnaire

Hello, my name is _____ from _____, how are you? Today we are conducting a brief survey of FACILITY users.

General Questions	
Q1. How often do you visit _____?	
Q2. How long did/are you stay(ing) in this facility today?	
Q3. What part of the facility did (are) you use(ing)?	
Q4. What have you done in the POOLS today?	
Q5. What have you done in this FACILITY today? <i>(if only a pool facility don't ask)</i>	
Q6. How do you usually get to this facility?	

When answering the next set of questions please think about *your* use of this facility.

Facility (All)	Importance <i>(circle one)</i>	Satisfaction <i>(circle one)</i>
Q7. Adequate car parking	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q8. Programmes (to meet your needs)	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q9. Security - personal safety in facility/car park	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q10. Good customer service (all staff) <i>just satisfaction</i>	1 2 3 4 5 N/A	

Food and Beverage Service / Cafe (if present) <i>(don't ask if just vending machines)</i>		
Q11. Customer service	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q12. Quality and selection of food	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q13. Cleanliness	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q14. Value for money	1 2 3 4 5 N/A	1 2 3 4 5 N/A

Swimming Pool Facility	Importance <i>(circle one)</i>	Satisfaction <i>(circle one)</i>
Q15. Is environment safe - lifeguard numbers and visibility	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q16. Water temperature	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q17. Water quality - clear, clean and no smell	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q18. Shade adequate for your needs <i>(only ask if outdoor areas exist)</i>	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q19. Environment - air quality / temperature <i>(not asked for outdoor pools)</i>	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q20. Pool activities - slides, water play features etc.	1 2 3 4 5 N/A	1 2 3 4 5 N/A

Dry Facility (non-aquatic)		
Q21. Age and quality of equipment	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q22. Staff supervision and competence	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q23. Environment - air quality / temperature	1 2 3 4 5 N/A	1 2 3 4 5 N/A

Other Questions		
Q24.	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q25.	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Q26. OVERALL , how satisfied are you with the cleanliness of this facility? <i>(circle one)</i>		1 2 3 4 5 N/A
Q27. OVERALL , how satisfied are you with the provision of toilets and showers at this facility? <i>(circle one)</i>		1 2 3 4 5 N/A
Q28. OVERALL , how satisfied are you with the whole facility? <i>(circle one)</i>		1 2 3 4 5 N/A
Q29. IN GENERAL , if there was one change you could make to this facility what would it be?		

Q30. OVERALL , have you ever reported a problem to staff at this facility? (<i>circle one</i>)	Yes No	Q31. If "yes to Q30" was it resolved to your satisfaction? (<i>circle one</i>)	Yes No
Q32. OVERALL , what do you enjoy most about this facility?			
Q33. If we want to inform you of events and activities at this facility which media would be best for you?			
Q34. Where are you from?			
Q35. Why did you select this facility over others you could have chosen?			
Q36. Are there any services/facilities you would like available in this facility?			

We're almost at the end of the survey, I need some information about you...			
Q37. Name:		Q38. Gender (<i>circle one</i>) Male Female	
Q39. Contact Information:			
Q40. What age group are you?			
Q41. Which ethnic group best describes you?			
Q42. For quality control purposes, my supervisor may phone to check some of my work, could you please provide us with your name and contact phone number? (<i>circle one</i>)		Yes	No

That completes the survey, thank you for your time.

Researcher to Complete		
Q43. Date / /	Q44. Time of completion :	Q45. Weather (<i>describe briefly</i>)

7.3 Customer safety code

Swimming is fun and enjoyable, but pools can be dangerous. Water presents a risk of drowning and injury can be sustained from the hard pool surfaces or the misuse of equipment. To ensure your safety, and the safety and enjoyment of other pool users, the [pool name] management have established the following code of behaviour for all pool users.

- *Always obey the pool's safety rules and listen to the instructions of pool lifeguards. They are there to assist you to have a good and safe time*
- *Always check the depth of water before entering the pool as every pool is different. Look for hazards such as diving boards, water slides, or steep slopes into deeper water*
- *No running, jumping, or diving into the pool*
- *Only enter the water when wearing appropriate swimming costume or swimming nappies*
- *Never swim alone. It's more fun with family and friends*
- *Never swim while under the influence of alcohol or drugs*
- *Never swim immediately after eating a meal*
- *Take additional care if you have a medical condition such as epilepsy, asthma, diabetes or a heart condition*
- *Avoid holding your breath and swimming long distances underwater*
- *Return pool equipment to the storage area*
- *Boogie boards, surf boards and kayaks are not to be used in this pool*
- *Ensure the pool gate is securely closed when you leave*
- *If you see someone in difficulty get help immediately*
- *Only enter the water when parent or caregiver is present.*

7.4 Photography policies

Filming and photographs at (pool name)

- At (pool name) we want everyone to enjoy their time here and find an abundance of photographic or filming opportunities. If people wish to take photos of public or staff within the facility please ensure they ask for permission from the people involved first as we do not wish to upset users and must also meet the requirement of the privacy act
- No photo/video capable cell phones are to be used in the changing areas or on poolside
- Customers are to be requested to use their cell phones in the reception area only

Use of camera equipment by the general public

If a member of the public wishes to either take photos or video coverage, for their own personal record while visiting this facility, permission must be granted by the Team Leader, or most senior person present at the time. Permission can only be given if all people featuring in the coverage are aware and agreeable to being on film.

This means if a member of the staff sees someone using photograph equipment it is their duty to check permission has been obtained.

This policy has been established to protect our customers' privacy, in the age of the internet it is crucial that the question is asked.

Use of camera equipment by facility staff

If a member of the staff wishes to take photographs or video coverage for promotional purposes, permission needs to be obtained from all the public and staff involved and people need to be notified where the material will be displayed e.g. newspaper, displays etc. If written confirmation is required an official permission form can be obtained from the Manager. This is for situations such as:

- When the filming or photography features close ups of children
- The photo or video coverage is going to be used for mass distribution e.g. television advertisement, brochure production.

Use of camera equipment by commercial operations

If a film crew or commercial photographer wishes to obtain coverage at this facility, permission must be granted by the Facility Manager, or in the event that they are not available one of the Team Leaders.

7.5 Trespass notice

NOTICE OF WARNING TO STAY OFF PREMISES IN COMPLIANCE WITH THE TRESSPASS ACT 1980

This notice is issued to: _____

Of: _____

In accordance with the Trespass Act of 1980, Section 3 and 4, you are hereby warned to stay off the premises legally occupied by

Which is located at: _____

FOR A PERIOD OF TWO YEARS from the date of issue of this notice.

You are warned that should you for any reason enter onto the property located at:

_____ within this period, you commit an offence under the Act and are liable to arrest prosecution. Should you be convicted of the offence you are liable to a fine not exceeding one thousand dollars **\$1,000**, or to imprisonment for a term not exceeding three months (3 months)

You are advised that under the Trespass Act 1980, Section 9, you are required to give your correct name and address to any person authorised under the Act to ask for it. The maximum penalty following conviction for not providing your correct name and address, or refusing to do so is a fine not exceeding five hundred dollars **\$500**

You are advised that this notice was issued to you by a person entitled to do so being the lawful occupier in terms of the Trespass Act 1980, Section 2

Date of Issue: _____

Issued By: _____

Occupation: _____

Signature: _____

7.6 Security incident report

1. To be completed by incident reportee		
Name:		Unit:
Report Date:	Reference No: (from security provider)	Incident Type:
Initiator's Details (position title, office location, contact details)	Incident Details Date: Time/s: Location:	<input type="checkbox"/> Theft /Dishonesty <input type="checkbox"/> Assault/Threats <input type="checkbox"/> Suspicious Behaviour <input type="checkbox"/> Inappropriate communication <input type="checkbox"/> Unauthorised Access/Insecure Premises <input type="checkbox"/> Parking/Driving/Vehicles <input type="checkbox"/> Damage/Graffiti <input type="checkbox"/> Other: _____
Risk Priority <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	Signature:	
Description of Incident:		

2. Additional information
Details of other witnesses:
Description of suspects/offenders:
Vehicle Details:
Property details (damage or loss):
Other Information (e.g. CCTV footage available, offender known etc.):

3. ACTION REQUIRED	
<p>Please outline what resolution you are seeking (reported for awareness, seeking further security assistance, full investigation, on-going support etc.)</p>	
<p>For information only: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>Please send this report by email to the Security Manager at <u>[insert contact details]</u></p>	
<p>Details of person provided a copy of this report</p> <p><input type="checkbox"/> Security Manager</p> <p><input type="checkbox"/> Immediate Manager</p> <p><input type="checkbox"/> Security Provider</p> <p><input type="checkbox"/> Police (<i>Reference Number:</i> _____)</p> <p><input type="checkbox"/> Risk and Assurance</p>	<p>Attachments: (detail any additional information attached to this report e.g. photos, copies of correspondence, phone records etc.)</p>

