

## **CLASS 3    HOW WE TAKE DECISIONS AND WHAT WE HAVE TO DECIDE**

### **3.5    ENGAGEMENT STRATEGIES**

The Kilmarnock Leisure Centre Trust is dedicated to keeping the public engaged in what they do and to this end have a number of processes in place to ensure that this is accomplished.

In addition to those outlined in 3.4, the KLCT also engage with the public through their,

[CUSTOMER COMMITMENT POLICY](#)

[CUSTOMER CARE POLICY](#)

[CONDITIONS OF HIRE - SPECIAL EVENTS & EXTENDED LET BOOKING FORMS](#)

[CRF](#)

The General Manager is chair of the East Ayrshire Sports Council and regularly meets with varied clubs throughout East Ayrshire.