



# **WORCESTERSHIRE FOOTBALL ASSOCIATION**

## **Customer Charter**



## WORCESTERSHIRE FOOTBALL ASSOCIATION – CUSTOMER CHARTER

Last updated August 2024

**Worcestershire Football Association’s purpose is to inspire positive change through football. We do this by establishing and maintaining appropriate systems and structures to enable us to promote, develop, sustain and regulate Association Football within Worcestershire.**

### What you can expect

#### We will:

- Treat you courteously and respectfully and be honest at all times
- Respond as quickly as possible to all requests for information and services
- Respect your right to privacy and confidentiality
- Aim to deliver the best possible service
- Actively seek your ideas and feedback and act on them where appropriate
- Apologise when we get something wrong and put things right as soon as possible
- Ensure our services are as easily accessible as possible
- Where possible, provide interpretation/translation or other support if requested (an appointment may be required for this)

#### When you visit us:

- We aim to deal with your enquiry within 5 minutes of your arrival
- If we are unable to resolve your query at the time of your visit, we will advise you on what will happen next
- We will be punctual in attending pre-arranged appointments
- If we are delayed to a pre-arranged meeting for any reason, we will ensure that you are kept informed of the reason for the delay and the estimated time at which you will be seen
- Our reception area will be clean, welcoming and will provide you with information about our services

#### When you telephone us:

- We aim to answer your call within 15 seconds and transfer your call no more than once
- If we cannot resolve your query immediately, we will give you the name and contact details of the person or team who will deal with it
- If you leave a message, we aim to phone you back within 1 working day

#### When you email or write to us:

- We aim to respond to all correspondence within 7 working days
- If it is not possible to respond in 7 working days then we will tell you why and give you a response date
- We will provide you, on request, with contact details for the person or team dealing with your enquiry
- We will respond to you in plain language

#### What we expect from you:

- Honesty and as much relevant information as possible to assist us in dealing with your enquiry
- Full co-operation and for you to be civil when dealing with our staff – we will not tolerate abuse, threats or harassment, on or off the premises

We welcome your views:

- Our aim is to 'serve with excellence'
- This Customer Charter sets out the standards of customer care we expect to be achieved
- We welcome your views on whether we are achieving these standards and any suggestions you have for improvement
- You can submit any feedback to us by [clicking here to email our Support Team](#)
- For details of our complaints procedure, please see below

## Complaints

- Any complaint about our procedures and practices in relation to customer issues should be submitted by [clicking here to email our Chief Operating Officer, Ollie Williams](#).
- Any complaint that may involve the Chief Operating Officer should be submitted by [clicking here to email our Chief Executive, Nichola Trigg](#).
- Any complaint that may involve both the Chief Operating Officer **and** the Chief Executive should be submitted by [clicking here to email our Chairman, Richard Bate](#).
- We can be contacted via telephone on 01905 827137 however we will only consider complaints submitted formally via email as detailed above.
- Upon receipt of your complaint, we will acknowledge this via return email as soon as possible and include details of the next steps. This may include a request for further information, confirmation that you accept your complaint may need to be shared further and/or details of your expectations surrounding the complaint.
- Please note: We also operate a **Managing Vexatious Complainants Policy** and this can be downloaded or issued separately.