

WORCESTERSHIRE FOOTBALL ASSOCIATION – CUSTOMER CHARTER

Last updated January 2024

Worcestershire Football Association’s purpose is to establish and maintain appropriate systems and structures to enable to the Association to promote, develop, manage and regulate Association Football within its boundary.

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 will 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 the Association 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
- For details of our complaints procedure, please see below

Complaints

- Any complaint about our procedures and practices in relation to customer issues should be marked as private and sent by email to Ollie Williams, Chief Operating Officer. Complaints should be submitted to: ollie.williams@worcestershirefa.com
- Any complaint that may involve the Chief Operating Officer should be marked as private and sent by email to Nichola Trigg, Chief Executive. Complaints should be submitted to: secretary@worcestershirefa.com
- Any complaint that may involve both the Chief Operating Officer **and** the Chief Executive should be marked as private and sent by email to Richard Bate, Chairman. Complaints should be submitted to: chairman@worcestershirefa.com
- We can be contacted via telephone on 01905 827137 however we will only consider complaints submitted formally in writing as detailed above.



**WORCESTERSHIRE
FOOTBALL**