



Customer Care Charter



Table Of Contents:	Page
Introduction	4
Our promise to our customers	4
Who are our customers?	4
Our Customer Care Standards	4
Your complaints	5
How to send your feedback	5
What we need to know	5
What happens next?	6
The Definition of a Complaint :	6
Who Can Make a Complaint?	6
Confidentiality	6
Aggressive or Obsessive Complaints	6
Complaints about Partners, Suppliers and Sponsors	6
Equalities Statement	6
Monitoring Performance	7

Versi on No.	Version Date	Summary of changes
1.0	Oct 2015	Initial document



Version No.	Version Date	Summary of changes



Introduction

BTTAD is committed to delivering excellent customer service. This customer care and complaints policy sets out what this commitment means in practice and what our customer can expect from us. BTTAD has also introduced a complaints procedure as part of our Customer Care Policy. We are always pleased to receive your comments about our products and services and the way we interact with our wide range of customers. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our customers.

Our promise to our customers

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Officers and Staff are responsible for providing an efficient, effective and professional service.

We will ensure that you are dealt with:

- Quickly, effectively and efficiently
- Without discrimination
- In a courteous, helpful and respectful manner

We will always:

- Keep you informed
- Ensure that staff and officers take responsibility for resolving or dealing with your query adequately
- Provide as much information as possible
- Ensure all our services are delivered within safe environments
- Be responsive to the needs of our customers
- Act in accordance with the law

We would like you to:

- Provide us with the information we require to assist you
- Treat all our staff and officers fairly and with respect
- Provide your views and suggestions to help us improve our services

Who are our customers?

We have a wide range of private individual and organisational customers. Our individual customers comprise our individual membership, our associate membership and our volunteer network (where they are not individual or associate members).

Our organisational customers include UK Sport, Table Tennis England and the other Home Countries table tennis associations, Local Authorities (including schools), various County Sports Partnerships (CSP's), English Federation of Disability Sport and all the National Disability Sports Organisations.

Our Customer Care Standards

Face to Face contact:

We will;

- Respect your privacy
- Listen to you and respond to your needs
- Be welcoming, courteous and helpful at all times



Contact by telephone:

We will;

- Attempt to solve your query at the first point of contact but if not we will refer your query to someone who can help.

Contact by email :

We will;

- Aim to respond to emails within 2 working days
- We only have a very small staff and the coaching and performance team are often away abroad with players and squads so there may be times when they are not able to respond to your query.
- Our team of officers are all volunteers with other commitments but again they will endeavour to respond to your query within 2 working days.
- Both staff and officers will aim to provide a full response within 5 working days or at least provide an acknowledgement if this is not possible.
- We will ensure that customers have a name and contact details for all of their queries.

Contact in writing:

We will;

- Aim to provide a full written response within 5 working days of receipt.
- Ensure that the customer is provided with the name and contact details of the person making the response.
- We will always make every effort to provide any information provided in an appropriate format to ensure we deliver an effective service to all our customers.

Your complaints

We hope you will be fully satisfied with the service you receive from BTTAD, but if you have a complaint about our service we want to hear from you. We will take your complaint seriously, and will address it and respond to it as quickly as possible. Only by listening to our customers can we hope to improve our overall levels of service.

How to send your feedback

You can send us your comments or complaints on our service, which we will deal with confidentially, by telephone or online.

By telephone

Please call 07507860034 and speak to Judy Rogers, Assistant Secretary to the Board or you can email on judyrogers@hotmail.co.uk.

What we need to know

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint or a follow up to a reply with which you were not satisfied
- A clear description of the complaint and what you would propose to sort things out
- Details of your BTTAD membership
- Your full contact details including email



What happens next?

We will acknowledge your complaint within five working days. We hope to respond in full within this time, but if this is not possible we will explain why and give you a date by which you can expect a full reply.

The Definition of a Complaint :

A complaint is...

"An expression of dissatisfaction about BTTAD's action, or lack of action, or about the standard of a service, whether the action taken or the service was provided by a BTTAD staff member, a volunteer acting on behalf of BTTAD, or a body or organisation acting on behalf of BTTAD".

A complaint is not...

An initial request for a service to be delivered within a published timescale, except where the consequential actions of BTTAD mean the definition of complaint, as defined above, are met.

Who Can Make a Complaint?

Any member of the public or their representatives, staff, businesses, public and voluntary bodies can make a complaint about, or to, BTTAD.

Confidentiality

All complaints are treated with confidentiality in mind. The officers or staff resolving specific complaints will be aware that a complaint has been received and is being dealt with. We will respect anonymity, with respect to complainants, but, it is better for the complainant to provide contact details, so that they can be informed of the outcome.

Aggressive or Obsessive Complaints

BTTAD wants to deal fairly and honestly with complainants and ensure that other service users, staff or BTTAD as a whole do not suffer detriment from persons making vexatious complaints. The BTTAD solicitors will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

Complaints about Partners, Suppliers and Sponsors

BTTAD recognises complaints regarding BTTAD's Partners, Suppliers and Sponsors and any organisation contracted to work for BTTAD, and will seek to resolve such complaints. These complaints are useful to guide learning in future service delivery and contractual arrangements, and feedback on performance is given to Partners, Suppliers and Sponsors, on a regular basis. BTTAD will forward complaints received in respect of other organisations or appropriate bodies.

Equalities Statement

BTTAD aims to handle all complaints fairly and honestly regardless of who makes a complaint. BTTAD treats all members of the community equitably and will not show bias to any particular individual or group.

Matters that are outside this Policy

The following matters are not included in this policy:

- Complaints which are subject to legal proceedings



- Adult statutory complaints
- Children's statutory complaints

Monitoring Performance

BTTAD enforces a staff appraisal system which includes an agreed Job Description for every member of staff and officer, so that each member of staff and officer has an agreed personal development plan. These plans are reviewed annually. This regard for the development and training of our staff and officers will ensure that, wherever possible, you will receive the best customer experience in your dealings with our organisation. We want and will actively seek customer feedback on the way we operate and the way we interact with our customers. These feedback procedures are defined above and will form an integral part of our ability to continually improve our service to our customers.