

Customer Charter

Our team of volunteers and staff is nurturing the game, in all its forms, generating new ideas and making exciting things happen. We are ambitious and strongly believe in Volleyball's ability to enrich people's lives through improved fitness, vitality and social interaction.

We are organised, resourceful and qualified to administer the sport. Our volunteers and staff run events and help teams achieve high levels of performance. We stand for English volleyball everywhere and for everyone, we have no bias for a particular discipline in the sport, region or particular club.

Volleyball England will:

- Aim to deliver the services you want, when you want them and to a high standard
- Provide a polite, helpful and professional service, going above and beyond expectations
- Be an expert in the field, providing innovative, exciting and engaging products to help you grow and sustain
- Treat you with respect and equality
- Listen, understand and help with your enquiry

If you phone us within stated business hours, we will:

- Aim to answer within 3 rings
- Greet you in an appropriate and friendly manner stating our name and organisation
- Be honest - letting you know how long your query will take and arrange to call you back if we are unable to deal with your call immediately
- Leave an appropriate voice mail message or divert calls to another member of staff if we are away from the office
- Respond to voice mail messages by the end of the next working day where possible

If you send us written correspondence we will:

- Acknowledge receipt within 3 working days
- Aim to respond to simple queries within 3 working days
- Aim to respond to more involved queries within 5 working days or advise you of a timescale if it will take longer than this
- Set an out of office email response providing alternative contact information if we are away from the office for more than one day

If we meet we will:

- Send you information on how to find us
- Welcome you when you arrive
- Dress appropriately for the meeting
- Arrive on time, if delayed we will do our best to let you know

Our Website & Social Media channels will:

- Provide information that is relevant and up to date
- Provide information on how to contact us
- Provide regular news articles and updates
- Be accessible and simple to use

To help us improve we will:

- Provide you with means to feedback to us, e.g. website, social media, email, phone
- Provide specific feedback questionnaires for events and programmes
- Undertake an annual Membership Satisfaction Survey
- Be present at events and conferences to enable direct feedback

Contact information:

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