



Customer Service Charter

We are committed to delivering an excellent service to all our customers. This Customer Service Charter aims to set the standards that you can expect from us when you are accessing our services.

It is important for us to know what you think of the services we provide and the customer service that we are providing to you. Your comments (including positive feedback) complaints and feedback will be monitored to ensure that we continually improve and respond to customer need and changing environments.

What you can expect of us:

- We will treat you with respect
- Respond to your query/complaint promptly and efficiently
- Communicate clearly to you
- Show empathy to your situation.
- Be polite and professional at all times.
- Apologise when we get things wrong.

You can access our services:

- In person
- By telephone
- By email
- In Writing
- Via Social Media
- Via website/other technology.

When you visit us in the Office:

- You will be greeted at reception as soon as possible
- We will see you on time, if you have an appointment with us.
- Ensure that the office waiting space is accessible, clean, comfortable, tidy and safe.

When you phone us:

- Wherever possible we will seek to answer your call within 4 rings.
- Respond in a polite manner and ensure that you are talking to the most appropriate person.
- Arrange to call you back within 1 working day. If we are unable answer your question we will keep you updated with progress on your query.
- If an individual is unavailable, an answer phone message will clearly communicate when you can expect us back in the office, but will give you an alternative contact if your query is urgent.

When you contact us via letter, email or the internet (excluding social media)

- Respond as soon as possible, but within 3 working days.
- If an answer is going to take longer than 3 working days, we will keep you up to date with progress on your query.
- Make sure our responses are clear and concise.
- If an individual is unavailable, an out of office message will clearly communicate when you can expect us back in the office, but will give you an alternative contact if your query is urgent.

When you contact us via Social Media:

- We will not reply specifically to negative comments; we will direct you to the complaints procedure.
- If you have a question or query, we will redirect your query to the appropriate person.

Occasionally things may not go to plan, if you submit a complaint we will direct you to and adhere to the Berks & Bucks Football Association Complaints Policy found at: www.Berks-BucksFA.com