

Customer Charter

Hertfordshire FA is committed to providing its customers with a high quality and consistent service. This Charter has been developed to aid the achievement of this goal.

The key aims of the Customer Charter for the Hertfordshire FA are:

- To provide a professional and approachable service to the many customers who contact us with queries, views or complaints.
- To add value to customer contacts with the Hertfordshire FA by promoting the services we offer and communicating our vision.
- To develop new ways of communicating with our customers through innovative use of our website – www.hertfordshirefa.com - and greater use of email.
- To work with all football participants in Hertfordshire to ensure that a high level of customer service is being offered and that our customers' views are used to shape the organisation.
- To improve awareness of the role of the Association and the means by which customers can contact the Hertfordshire FA, particularly through the publicising of our website address – www.hertfordshirefa.com.
- To increase overall public interest and awareness of grassroots Football.
- To complete our evolution from a perceived “dictatorial” organisation to an organisation that puts Customer Service at its core using clear missions, values and objectives.

Staff and Council Members' Conduct and Response Times

In order for grassroots football to flourish it is imperative that the Hertfordshire FA is committed to developing open, responsive and accountable relationships with everyone involved in the game. This Charter identifies the standards which customers are entitled to expect when dealing with both staff and Members of Council of the Hertfordshire FA.

Staff Conduct

Hertfordshire FA staff will act in a courteous and responsive manner when dealing with customer issues. If an issue cannot be resolved by the staff member, they will take responsibility for ensuring that it is reported to their Line Manager.

Staff Response Time

All email and telephone messages will be acknowledged within two working days upon receipt. Following this acknowledgement, should a comprehensive response be required, staff will provide the information within five working days provided that full contact details are provided. A comprehensive response will be provided for all written correspondence within five working days from the date of receipt. Should there be a delay, the staff member would be expected to communicate this to the customer before the five working days elapses.

Council Member Conduct

Hertfordshire FA council members are volunteers who give their time for the development of the game. Council members will act in a courteous and responsive manner when dealing with customer issues.

Council Member Response Time

Council Members are volunteers and as such all email and telephone messages will be acknowledged within two working days. Following this acknowledgement, should a comprehensive response be required, Council Members will provide the information within ten working days provided that full contact details are provided. An acknowledgment and comprehensive response will be provided for all written correspondence within ten working days from the date of receipt.

Complaints Procedure

The Hertfordshire FA is committed to providing a high quality service. Should you feel that you have not been treated fairly or wish to make a complaint about our procedures and practices the Hertfordshire FA has introduced a Complaints Procedure and Policy.

All complaints should be sent in writing marked 'private and confidential' to the Chief Executive Officer at one of the following addresses:-

Hertfordshire FA County Ground Baldock Road Letchworth SG6 2EN

Karl.Lingham@hertfordshirefa.com

All complaints will be recorded in a journal to enable us to track trends and to ensure that the Hertfordshire FA implements appropriate improvements.

The Hertfordshire FA aims to resolve all complaints within 10 working days. Please note that this complaints procedure does not cover the outcomes of disciplinary cases for which the FA appeals process should be utilised.

Complaints Policy

It is the policy of the Hertfordshire FA to deal with all customer complaints fairly. To achieve this we have implemented the following procedures within our business:

- All complaints are recorded in our Complaints Record Book which will include details about the date when the complaint was received, the action required to resolve the complaint and the date when the action will be completed. Intermediate discussions about the complaint will also be recorded.
- All complaints will be acknowledged in writing to the complainant confirming that it is being dealt with in accordance with our complaints policy.
- We undertake to investigate all complaints properly and fairly.
- We will respond in writing to all complaints within ten working days from the date of receipt.
- Where we find that any work is required or action needed to resolve the complaint then work or action will be undertaken in the shortest possible time.