

Cambridgeshire FA Customer Charter

The 5 pledges of our Customer Charter:

1. We will listen to you

Keeping up to date with your experiences, needs and expectations is vital if we are to deliver the best service possible. To this end, we will ensure that your views are heard.

- We will deploy a range of methods to seek your views on the quality of service we provide across all areas of the business, as well as on our Customer Charter performance. These will include CFA meetings, Workshops, League Forums and Consultation events.
- We will make it easy for you to contact us with comments and/or feedback. You can contact us by:

email: info@CambridgeshireFA.com

write: The Chief Executive, Cambridgeshire FA, Bridge Road, Impington, Cambridge, CB24 9PH

tel: 01223 209020

We will publish, via our website and various other publications, feedback from stakeholders and customers and explain what we are planning to do to improve the specific area of service commented upon.

2. We will keep you informed

You rely on us for correct, up to date, user-friendly information, so in order to ensure we are as successful as possible in driving up participation and interest in football, we make the following commitments:

- Information on all of our programmes and services will be easily accessible, accurate and up to date. Information will be published on our website and in other publications.
- Disciplinary procedures will be published in our County FA Handbook and on our website.
- Our staff will offer impartial advice on all areas of the game, including disciplinary matters upon request.
- We will strive to ensure that technical details and procedures are explained as clearly as possible.
- Where possible, we will respond to requests for information, in different formats.
- When key changes take place, we will place particular emphasis on communicating them through our website, our County FA E-Newsletters and via other relevant communication channels.
- We will continue to develop the breadth of our communications channels to ensure our customer and stakeholder groups are able to access information and interact with us in ways that are most convenient for them.
- We will continue to consult with our customers and stakeholders to expand our communications.

3. We will make it easy for you

We want to put you in control by making sure that it is easy for you to work with us. Whether you have an urgent enquiry, a need for information, a technical query or a problem, the process of interacting with the County FA should be as easy as possible. Whatever your needs or personal requirements, we'll keep our promise to see things through.

- We will use your feedback to ensure that our programmes, workshops and other services are deployed in ways that make it easy for you and that maximise participation as a consequence.
- You can telephone County Headquarters between the hours of 8am - 4pm Monday to Friday, excluding public holidays. If you need to contact us outside of these hours, then you will find details on how your enquiry will be serviced on our website and in our other publications.
- We will continue to work on finding better ways to allow you access to County FA expertise outside of usual working hours.
- We will answer telephone calls as quickly as possible. If the specific colleague you wish to speak to is not available, you will be able to leave a message, speak to another available colleague or expect a call back within 24 (working) hours.
- You can make a pre-arranged appointment to meet with any specific members of our team. All staff details are available on our website at www.CambridgeshireFA.com.
- If you write to us, we will endeavour to provide a full response within 7 working days. If this is not going to be possible we will acknowledge your letter within 48 hours, explaining why the process may take longer and tell you when to expect a full response.
- If you email us, we will endeavour to provide a full response within 3 working days. If this is not going to be possible we will acknowledge your email within 48 hours, explaining why the process may take longer and tell you when to expect a full response. If the person you are emailing is unavailable, you should expect an automated 'out of office' reply together with a number to call if your enquiry is urgent. Due to the nature of our work some members of staff may be away from their desks / email for several days at a time. In such circumstances, customers will receive an automated response to emails advising them who to contact if the matter is urgent.
- You can also access services through your Whole Game System portal at <https://wholegame.thefa.com>

4. We will demonstrate that we have your best interests at heart

The majority of people working to develop and administer grass roots football give their time voluntarily, so the best way we can match this passion and commitment is by demonstrating that we have your best interests – and those of the game – at heart at all times.

We therefore commit to recruiting, training, supporting, coaching and developing colleagues who excel at customer service and promoting a customer service culture in all of our operations.

5. We will listen carefully to you and ensure we fully understand your needs.

- We will always be polite and helpful.
- We will always act with integrity.
- We will always treat you with respect.
- We will always be open and transparent.

We will strive to provide the best possible service to all of our customers and stakeholders, irrespective of their gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion or belief, marital status and/or social class.

All of the talents and resources of the County FA will be fully utilised to maximise the levels of service offered.

5. We will make your problem our priority

It's only when things go wrong, that our true commitment to customer service is exposed, so if you have a problem you must be able to count on your County FA.

We therefore make the following promises.

- We will make it easy for you to contact us with comments and improvement suggestions. Simply contact us via one of the following methods where your comments will be acknowledged. We may then contact you to find out more.
- If you have a complaint, feel free to telephone us in the first instance on 01223 209020. Following this initial conversation you may then be requested to confirm your complaint in writing and we will do whatever we can to resolve the problem.
- If you prefer to write to us please address your letter as outlined in Pledge 1.
- When writing please explain why you are unhappy and enclose all of your contact details including your name, address, contact telephone number and email address. We will then provide a full response within 7 working days.
- If more time is required to resolve the matter we will acknowledge your letter within 48 hours, clearly explain why the process may take longer and tell you when to expect a full response.
- Please rest assured that we take every complaint seriously and will endeavour to learn from our mistakes and use the experience to improve service to everyone