

EHA CUSTOMER CHARTER

The EHA is committed to ensuring that its customers are satisfied with the services they receive from the organisation and that this encourages people to join our sport and stay with us.

Our Customer Charter sets out the levels of service you can expect and what to do if you feel these levels fall below the standards you would normally expect from us.

Communication

We want to be in regular communication and accessible to our customers.

You can contact the EHA by telephone, email, via the website or in person at one of our events.

We will:

- Listen to you about any ideas and/or concerns you might have and ensure these are dealt with by the most appropriate member of our team.
- Inform you of who is dealing with your query so that you have a named contact with whom you can liaise.
- Be open and honest even when we can't solve your problem.
- Appreciate and respect the diversity of our customers and try to meet their specific needs where possible.
- Ensure our staff and volunteers have everything they need to be able to do their jobs to the best of their ability.
- Not accept harassment, abuse or violence towards any of our staff, volunteers or representatives.

We aim to:

- Try and get things right first time.
- Answer the telephone promptly within office hours (usually 9am – 5pm, Mon – Fri) and provide a voice mail service as back up.
- Acknowledge and respond to all enquiries within 2 working days.
- Reply to emails or letters within 10 working days.
- Constantly seek ways to reduce our running costs without detriment to our services or effectiveness.

An Inclusive Sport for All

The EHA seeks to make handball opportunities available and accessible to all members of the community as part of our Equality Standard work. Our aim is for everyone to have the opportunity to be involved in the sport regardless of their background, and to have eliminated discrimination by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, age, ability or disability within our resources.

Complaints

There may be occasions where we don't get things right and you may feel the need to complain formally. If this happens you should write to the Chief Executive with specific details of your complaint.

The England Handball Association

The Halliwell Jones Stadium · Winwick Road · Warrington · WA2 7NE

E office@englandhandball.com **T** 01925 246 482



We will:

- Respond within 5 working days, informing you of how we intend to deal with your complaint.
- Seek your feedback on our services without any fear of reprisal.
- Be fair and honest in our assessment of your complaint.
- Be effective and efficient in our response setting out a clear response of what we intend to do.
- Be accountable for our actions and record all complaints.
- Report back to members where necessary so that they might benefit from the enquiry.

Contact us

Email: office@englandhandball.com
Tel: 01925 246482
Web: www.Englandhandball.com