

EHA COMPLAINTS & FEEDBACK

We are committed to ensuring that all our members and customers receive the best possible service from England Handball. However we recognise that, sometimes, some of our customers experience problems.

We also recognise that complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our customers and ourselves.

These are the promises we make to all customers who raise issues with us:

- we will listen to you, and make every effort to understand the reasons for your complaint,
- we will endeavour to resolve your problem at your first point of contact,
- we will take ownership of your complaint to ensure resolution, and
- we will offer fair solutions quickly.

We also welcome positive feedback from customers about our services and staff.

Informal procedures

If you have a named contact in the EHA, please make your initial complaint or give your feedback to them. If you don't have a named contact, our Office Team will do their best to resolve your complaint there and then. Please contact the EHA by e-mail: office@englandhandball.com or on 01925 246482.

If your complaint cannot be dealt with immediately, or if the matter you are concerned about is very serious, you should use our formal complaints procedure.

Formal procedures

Formal complaints and feedback can be made in writing or by e-mail to any member of staff. Our staff will make sure that your complaint is entered into our formal complaints process. We will acknowledge your complaint. The flow chart below provides time scales and a quick reference guide to how we will deal with your complaint.

Our target will be to provide you with a considered response within 15 working days of receiving your complaint.

If for some reason we cannot resolve the matter within 15 working days, we will keep you informed of the delay, the reasons for it, and will give you a date by which we will be able to give a full reply.

If you are unhappy with the response we make to your formal complaint, please write, within the time scale shown below:

Complaints procedure members and non members

