



Northamptonshire Football Association

Your Game is our Goal

CUSTOMER SERVICE POLICY



Introduction Providing you with a high quality service is a matter of great importance to us at Northamptonshire FA and we seek at all times to achieve the highest standard.

We will **make** sure that our services and facilities are accessible to you as a **Club, Coach, Contractor, Council Member, Director, League Official, Partner Organisation, Player, Parent, Referee or Spectator** and ensure our processes promote equality and respect for everyone.

Treating every customer fairly is at the heart of our business, and we aim to make sure that all those involved with the game at every level, can enjoy the highest possible standards of service at all times.

The standards of service that you can expect from us:

Informing you Information about our club, coach and referee education programmes and services will be accessible, accurate and up to date. These details are available via our various e-newsletters and on our website, www.NorthamptonshireFA.com

Details of the County FA Disciplinary procedures are available on line as a Manual and there is also available a useful Help Guide as well as being published online in our Handbook. Our football governance team also offer impartial advice on the operation of the process upon request.

We will make sure the information we provide is clear and straight forward so that it is easily understandable; clearly state your responsibilities in all correspondence you receive from us and only use information about you in a lawful and fair manner as required by the Data Protection Act.

Accessibility We will take all reasonable steps to make sure our services and facilities are accessible to everyone, including people with particular requirements. Where possible, you should let us know in advance if you need assistance, so that appropriate arrangements can be put in place.

You can phone our office on 01604 670741 between the hours of 09:00 and 17:00 Monday to Friday.

The office will be closed on bank holidays and public holidays.

Outside normal working hours, information on our programmes, processes and services is available on our website 24/7 at www.NorthamptonshireFA.com. If you wish to make e mail contact with us and do not know the email address of the person concerned then please use our generic email address of info@northamptonshirefa.com which is reviewed on a daily basis

We will publish details of our customer service policy on our website, monitor our performance against these standards and review and update our customer service policy on an annual basis or when required.

Consulting with Customers We will seek your views on the quality of our services and the standards of service you can expect from us via the FA Annual Customer Survey. We also welcome your comments or suggestions on how we can improve the quality at any time. If you wish to make a

comment or you have a suggestion on how we can improve the quality of service you receive, please contact us by email at info@NorthamptonshireFA.com.

Polite and Helpful Staff We will always be polite and helpful, act with integrity and discretion and treat you with respect at all times

Answering Telephone Calls We will answer telephone calls as quickly as possible. If we are unavailable, calls will be diverted to another member of staff or voicemail will be used. If the first person you contact is unable to help you, they will pass you to someone who can help you as quickly as possible. If we need to call you back, we will do so within one working day of your initial telephone call to us.

Answering E Mails and Letters We will acknowledge your e mail or letter requiring a response within one working day of receiving your communication. Due to the nature of our work some members of staff may be away from their desks or emails for several days at a time. In these circumstances, customers will receive an automated response to email advising them who to contact if the matter is urgent.

We will respond in full to your email or letter within five working days of receipt or if this is not possible we will let you know why a response may take longer and when you can expect a full response.

These standards apply to Northamptonshire FA's staff. They do not apply to our many colleagues who give their time voluntarily to help us to administer and develop grassroots football.

Complaints Procedure If you are unhappy with the quality of service you receive, please let us know why as quickly as possible

You can make a complaint to Northamptonshire FA by e mail or by letter to info@northamptonshirefa.com or direct to the Business Manager – Gary Biddulph on gary.biddulph@northamptonshirefa.com.

Northamptonshire FA
9 Duncan Close
Red House Square
Moulton Park
Northampton
NN3 6WL

We will fully and fairly investigate your complaint, keep you informed of progress, offer an explanation of the circumstances and take appropriate action. We will record all complaints about the quality of service and report these to the Board on a regular basis.