

Customer care and complaints policy



Introduction

Table Tennis England is committed to delivering excellent customer service. This customer care and complaints policy sets out what this commitment means in practice and what our customer can expect from us. Table Tennis England has also introduced a complaints procedure as part of our Customer Care Policy. We are always pleased to receive your comments about our products and services and the way we interact with our wide range of customers. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our customers.

Our promise to our customers

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Staff are responsible for providing an efficient, effective and professional service.

We will ensure that you are dealt with:

- Quickly, effectively and efficiently
- Without discrimination
- In a courteous helpful and respectful manner

We will always:

- Keep you informed
- Ensure that the staff takes responsibility for resolving or dealing with your query adequately
- Provide as much information as possible to help you make informed choices
- Ensure all our services are delivered within safe environments
- Be responsive to the needs of our customers
- Act in accordance with the law

We would like you to:

- Provide us with the information we require to assist you
- Treat all our staff fairly and with respect
- Provide your views and suggestions to help us to improve our services

Who are our customers?

We have a wide range of private individual and organisational customers. Our individual customers comprise our individual membership, our associate membership and our volunteer network (where they are not individual or associate members).

Our organisational customers include Sport England, UK Sport, other funding bodies such as Sports Coach UK and the Youth Sport Trust, Local Authorities (including schools), various County Sports Partnerships (CSP's), Regions, Leagues and Clubs (Premier Clubs, other table tennis clubs).

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Our Customer Care Standards

Face to Face contact

We will:

- Respect your privacy, offering complete confidentiality where possible and if requested
- Listen to you and respond to your needs
- Be welcoming, courteous and helpful at all times

Contact by telephone

We will:

- Aim to answer the telephone within 20 seconds (six rings) during normal working hours (9:00am – 5:00pm, Monday to Friday)
- If a member of staff is not available, their telephone should be answered by a colleague within the target time
- If your call is diverted to an answer machine we will reply to your message within 24 hours, except at weekends or during bank holidays
- Attempt to resolve your query at the first point of contact. If this is not possible we will refer your query to someone who can help and ensure that you have the name of the staff member dealing with the query

Contact by email

We will:

- Aim to respond to emails sent to the general Table Tennis England email address help@tabletennisengland.co.uk within 24 hours, except at weekends or during bank holidays. All emails should at least receive an acknowledgement within one working day stating when a full reply will be made, if it is not possible to deal with the inquiry immediately
- Many of our staff are away from the office for a large part of their working week and it may be that, on occasions, it may not always be possible for these staff to fulfil these requirements, but they will endeavour to respond within 48 hours
- Aim to provide a full response to email inquiries within five working days of receipt, resolving the issues raised if at all possible
- Ensure that within the response provided, customers are given a specific named contact of the staff member dealing with the issue.

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Contact in writing

We will:

- Aim to respond to standard written enquiries within five working days (one week) of receipt, resolving the issues raised, if at all possible. If the issue is more complicated and likely to take longer to resolve, we will provide you with an approximate timescale in which you can expect a response from us
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue. Delivering an effective service to customers with different needs Table Tennis England is careful not to make assumptions about people's needs or abilities but will consult customers to identify individual needs, through the information we gather and store about you, on your behalf.

We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English are not disadvantaged – although the provision of special requirements may mean we cannot deliver to the specific targets we mention above.

Your complaints

We hope you will be fully satisfied with the service you receive from Table Tennis England, but if you have a complaint about our service we want to hear from you. We will take your complaint seriously, and will address it and respond to it as quickly as possible. Only by listening to our customers can we hope to improve our overall levels of service.

How to send your feedback

You can send us your comments or complaints on our service, which we will deal with confidentially, by telephone, online or in writing.

By telephone

Please call 01908 208862 and speak to the Operations Manager.

Online

To provide feedback on any part of Table Tennis England service, see the "Contact Us" section of Table Tennis England web site www.tabletennisengland.co.uk/contact

In writing

If you wish to write to us with your comments or complaints about Table Tennis England service, you can email us, direct to help@tabletennisengland.co.uk or write to:

Joanna Keay-Blyth
Bradwell Road, Loughton Lodge,
Milton Keynes, MK8 9LA

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What we need to know

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with
- A clear description of the complaint and what you would like us to do to sort things out
- Details of any relevant membership number, license numbers and/or other reference numbers relating to any contacts you may previously have had with Table Tennis England on this subject (for example when calling our telephone service, or sending an email to the Table Tennis England website)
- Your full postal address, telephone number (including dialling code), and email address if you have one.

What happens next?

We will acknowledge your complaint within five working days. We hope to respond in full within this time, but if this is not possible we will explain why and give you a date by which you can expect a full reply.

The Definition of a Complaint

A complaint is...

"An expression of dissatisfaction about Table Tennis England's action, or lack of action, or about the standard of a service, whether the action taken or the service was provided by a Table Tennis England staff member, a volunteer acting on behalf of Table Tennis England, or a body or organisation acting on behalf of Table Tennis England".

A complaint is not...

An initial request for a service to be delivered within a published timescale, except where the consequential actions of Table Tennis England mean the definition of complaint, as defined above, are met.

Who Can Make a Complaint?

Any member of the public or their representatives, staff, businesses, public and voluntary bodies can make a complaint about, or to, Table Tennis England.

Confidentiality

All complaints are treated with confidentiality in mind. Only the Operations Manager and the staff resolving specific complaints in each service area will be aware that a complaint has been received and is being dealt with. We will respect anonymity, with respect to complainants, but, it is better for the complainant to provide contact details, so that they can be informed of the outcome.

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Aggressive or Obsessive Complaints

Table Tennis England wants to deal fairly and honestly with complainants and ensure that other service users, staff or Table Tennis England as a whole do not suffer detriment from persons making vexatious complaints. The Operations Manager and Table Tennis England solicitors will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

Complaints about Partners, Suppliers and Sponsors

Table Tennis England recognises complaints regarding Table Tennis England's Partners, Suppliers and Sponsors and any organisation contracted to work for Table Tennis England, and will seek to resolve such complaints. These complaints are useful to guide learning in future service delivery and contractual arrangements, and feedback on performance is given to Partners, Suppliers and Sponsors, on a regular basis. Table Tennis England will forward complaints received in respect of other organisations or appropriate bodies.

Equalities Statement

Table Tennis England aims to handle all complaints fairly and honestly regardless of who makes a complaint. Table Tennis England treats all members of the community equitably and will not show bias to any particular individual or group.

Matters that are outside this Policy

The following matters are not included in this policy:

- Complaints which are subject to legal proceedings
- Adult statutory complaints
- Children's statutory complaints

Monitoring Performance

Table Tennis England enforces a staff appraisal system which includes an agreed Job Description for every member of staff, so that each member of staff has an agreed personal development plan. These plans are reviewed at least every six months. This regard for the development and training of our staff will ensure that, wherever possible, you will receive the best customer experience in your dealings with our organisation.

We want and will actively seek customer feedback on the way we operate and the way we interact with our customers. These feedback procedures are defined above and will form an integral part of our ability to continually improve our service to our customers.