

## 1. The Purpose of the Charter

We have recognised that in order to achieve our vision we must continually improve the way we communicate with our customers. We are committed to meeting the needs of customers in a professional manner and this Customer Charter has been created to show that commitment.

The Customer Charter sets out:

- the standards that each customer can expect from us.
- details of our Comments and Complaints Procedure.
- information on how customers can contact us.

## 2. Who are our customers?

Table Tennis England is the governing body for the sport of Table Tennis in England; we are not a business, although in some areas we must adopt business principles; we are not a charity, although our volunteer network is critical to our success in all we do. We are a national sports governing body, with the goals and vision set out above. We are clear that our Customers are; -

- our members;
- all table tennis players, whether established, new or potential and making enquiries
- any customer that purchases a service from us such as equipment packages, materials or courses

We can identify other people and bodies with whom we must also have a customer relationship, at least in part, or at times. These are:

- stakeholders
- the Home Countries (England, Scotland, Wales, Ireland, Guernsey, Jersey & Isle of Man).
- our sponsors.
- our funding partners, eg Sport England, UK Sport, Youth Sport Trust;
- our licensed and affiliated delivery partners
- our clubs, leagues, counties, coaches, parents of young athletes, all volunteers.
- our suppliers.

The principles in this Charter apply to each and all of the above. Inevitably there may be differences of approach to and for the specific groups identified, but they are all of major importance to Table Tennis England.

### 3. Our Customer Contact Standards – what you can expect of us

Table Tennis England will:

- greet you, whether in person or on the telephone, in a polite and friendly manner
- provide you with advice and instructions that are easy to understand and in a variety of formats for specific types of customers
- ensure that everyone is treated honestly, respectfully, and equitably, taking full account of individual circumstances or special needs
- respect your privacy, dignity, and confidentiality and, where necessary, providing appropriate interview facilities
- give you our full attention and always remain professional ensuring that any communication with you is open and honest - and as clearly worded as possible
- continually review all our methods of contact with customers, for example, telephone, email or via our website so that these services are always easily accessible to all and where possible.

#### 3.1 Our Face-to-Face Standards - are as follows: -

- we will attend to you promptly when you are visiting our premises
- all public areas in our buildings will be clean, comfortable, and smoke-free, with all facilities well and clearly displayed

#### 3.2 Our Telephone Standards - within office hours, we will aim to:

- answer calls within 6 rings, staff will answer as “Table Tennis England” with staff giving their name (where appropriate)
- transfer your call no more than once when answering a query but if this is not possible, we will take your details and contact you with the information you require
- we will, whenever possible, direct you to the correct service provider if the service you are asking about is provided by another organisation
- we will monitor our telephone calls from time to time to ensure that these standards for answering calls are met.

We are a small team and if we are busy with another call, you may get transferred to our voicemail, please leave your details and the relevant staff member will return your call ASAP.

From time to time, we will hold staff training or meetings, during these times there will not be staff available to answer your call, please leave your message on the relevant voicemail and it will be returned ASAP.

We will return your voicemail when the office opens if outside of office hours, so please leave a message.

#### 3.3 Our Written Standards:

We will aim to read every email and communications received from our customers. Whilst we respond to most communications that relate to the work that we do within a few working days, this may not always be possible due to pressure on resources (e.g. staff availability).

For ‘business and usual’ questions and queries that relate to the work that we do we will aim

to:

- Acknowledge all written correspondence requiring a response within 7 working days
- Provide a response, where required, within 10 working days. If this is not possible because, for example, the subject requires greater attention or prolonged investigation, we will contact you to explain the reason for the delay and wherever possible, give you a date when you can expect a further response from us.
- We will use out-of-office notifications to inform you whether staff you have contacted are unable to deal with your query for an extended period of time and you will have the choice to direct your enquiry to an alternative team member, or await the return of that person.

For general enquiries, non-urgent questions and complaints relating to the work that we do we will aim to

- Acknowledge all written correspondence requiring a response within 10 working days
- Provide a response, where required, within 30 working days. If this is not possible because, for example, the subject requires greater attention or prolonged investigation, we will contact you to explain the reason for the delay and wherever possible, give you a date when you can expect a further response from us
- Provide you with the contact details of the person dealing with, or who has dealt with, your enquiry or request.

With the volume of emails received by the organisation and the resources at our disposal it is sometimes necessary to prioritise responding to those emails and we may not be able to meet the response times we are aiming for. If you feel your communication is not being dealt with the urgency the issue demands, you are invited to re-contact us within these response times if necessary.

### 3.4 Abusive, Persistent and/or Vexatious Complaints and Complainants

We reserve the right not to respond to complaints and complainants that could be reasonably described as abusive, persistent and/or vexatious.

Should communications contain implicit or explicit abuse or threats to staff or the organisation, or are sent cc'd to legal representation, we reserve the right to seek legal advice before choosing if, when and how to respond.

Members that repeatedly harass, threaten, or make vexatious complaints against individuals representing Table Tennis England or the organisation itself will be reported to the Disciplinary Procedure for breach of the Table Tennis England Code of Conduct.

## 4. Measuring our Customer Service

We will measure our customer service through our monitoring tools on a 6 monthly basis: -

1. Email communication through our helpdesk provider to monitor our ongoing performance against targets set
2. Telephone communication through our telephone provider reports
3. Complaints through our complaints log
4. Members Survey – NPS Score

## 5. Our Comments and Complaints Procedure – how you can tell us if we need to improve

Table Tennis England will at all times aim to work to our policy above and to treat every kind of Table Tennis England customer with respect, kindness and efficiency. We are committed to continuous improvement. We recognise we can always do better.

We have a Customer Comments and Complaints Procedure that includes clear standards so that you know what to expect from us. There is also an appeal procedure so that if you are unhappy with the response, you receive you can have it reviewed by the Chief Executive.

- On-line details are available on our website at <https://www.tabletennisengland.co.uk/contact-us/>
- e-mail us at [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk)
- phone us on 01908 208860

## 6. Equality Statement

Table Tennis England will promote equal opportunities for all sections of the community. We will combat discrimination and disadvantage at all times and with determination and focus.

## 7. How to Contact Us

Main Number: 01908 208860

9.00am to 5pm Monday to Friday excluding bank holidays

Office Address: Table Tennis England, Loughton Lodge,  
Bradwell Road, Milton Keynes, MK8 9LA

Website: <https://www.tabletennisengland.co.uk/>

Email: [help@tabletennisengland.co.uk](mailto:help@tabletennisengland.co.uk)