



## Customer Service Charter

British Orienteering is the National Governing Body for orienteering in Great Britain and is recognised as such by Sport England, Sport Scotland, Sport Northern Ireland, Sport Wales and UK Sport [UK Government agencies]. We are a non-profit making organisation; all our income is invested in developing orienteering throughout Britain from the grassroots level through to international athletes.

Our Charter sets out our commitment and the standards of service we aim to provide. Our Charter applies to everyone who has contact with the British Orienteering, including:

- Members of British Orienteering
- Members of the public
- Participants in orienteering activities
- Potential members
- Colleagues
- Course providers and their staff
- Directors
- Sponsors and Advertisers
- Government agency staff
- Media
- Other organisations

### Mission Statement

We are committed to providing a high quality service that satisfies all customer enquiries by giving clear, consistent, accurate and prompt information.

### Our commitment

As British Orienteering staff and volunteers we are committed to:

- maintaining a professional manner
- treating all customers fairly and with respect
- using plain or easy to understand language
- being courteous and helpful
- listening carefully
- providing clear and accurate information
- responding to enquiries and requests promptly
- being transparent and accountable
- apologising if we make a mistake
- being sensitive to specific needs
- being accessible
- continuously striving to improve or exceed our service standards

### Our service standards

We aim to:

- be helpful, polite and approachable at all times
- answer all telephone calls within 5 rings, a voicemail system will be used when the office is under staffed

- where telephone calls are more complex, arrange to call you when we have the relevant information
- respond to letters and emails within 10 working days
- keep you informed if we cannot answer your enquiry or request immediately
- despatch resources within 10 working days of receiving an order
- use plain English; when we talk, write or phone, inside and outside the organisation, we will present messages and documents in a clear, straightforward and concise way, with the reader or listener in mind
- respect our customers' personal dignity and confidentiality and meet the requirements of the Data Protection Act
- consult with you, listen to your suggestions, comments and complaints and respond positively where appropriate to improve our services

### **You can help us by**

Respecting staff, volunteers, and other customers and for the health and safety of yourself and others when using our services or taking part in orienteering activities and:

- giving us all the information we need to help you
- letting us know if you have any specific needs
- telling us how we can improve our services
- asking us to explain anything you are not sure of

### **How to contact us**

Phone, 01629 734 042

Email, [info@britishorienteering.org.uk](mailto:info@britishorienteering.org.uk)

Letter, British Orienteering, 8a Stancliffe House, Whitworth Road, Darley Dale, Matlock, DE4 2HJ

Or, you will find many answers by visiting our website - [www.britishorienteering.org.uk](http://www.britishorienteering.org.uk)