



# Customer Charter

## 1. About England Touch Association

The England Touch Association is responsible for the governance and development of Touch in England. We are a Non-Profit organisation currently funded by membership fees and managed by an Executive Committee selected by our members.

## 2. Customer Service Aims

The ETA aims to provide a high level of customer service which is professional and approachable for affiliated members and the general public who require help, advice and information on any aspect of Touch services or activities.

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

The ETA will work with affiliated members to ensure that a high level of customer service is also provided by affiliated members to the public.

## 3. You can contact the ETA:-

VIA SOCIAL MEDIA

<https://www.facebook.com/EnglandTouch>

<https://twitter.com/englandtouch?lang=en-gb>

<https://www.linkedin.com/company/england-touch-association>

<https://www.instagram.com/englandtouch/>

BY E-MAIL

See 'Contact' under 'The ETA' tab on our website [www.Englandtouch.org.uk](http://www.Englandtouch.org.uk)

## 4. General Communications

We will try to respond to any written correspondence within 7 working days of receipt of such communication. All ETA personnel are volunteers so please be patient and allow us time to respond.

## 5. Complaints

We are a small but emerging National Governing Body and occasionally we may not get things quite right. We openly seek feedback on our services and will report back to members where necessary.

Where possible we will seek to resolve complaints informally. Where a complaint cannot be resolved informally, a formal complaint should be made in writing to the ETA with specific details of your complaint.

The ETA Advisory and Disciplinary Panel will investigate the complaint ensuring all views are heard and taken into account in a balanced way. Findings and resulting actions will be communicated to both parties in writing.

We will attempt to resolve all justifiable complaints within 21 working days. However, if this cannot be done, we promise to keep the complainant updated on progress.

## 6. Review of Feedback

The ETA will regularly and formally consider and review comments, compliments and complaints made and ensure:

- Appropriate action is taken in individual cases
- Action is taken to address recurring complaints/comments
- Policy and procedures are reviewed in the light of customer feedback
- Timescales are being met
- Committee members are informed of all outcomes