

**Customer Charter
For the
North Riding County Football Association**

“Developing the Future of Local Grassroots Football”



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Introduction

The North Riding County Football Association's (NRCFA) vision is:

“To establish safe and structured football opportunities for the benefit of all concerned irrespective of age, colour, gender and disability”.

The NRCFA has responsibility for all aspects of football, such as membership services, discipline, cup competitions, representative fixtures and officials.

We also provide the appropriate structures and systems to enable the Association to control, manage, regulate and promote the game within the North Riding area. This enables us to assist with the development of the game at all levels, ensuring we are able to increase the quality and quantity of participation across the various sections of participation.

The NRCFA has over 428 affiliated clubs with 1216 teams and 418 officials, running 15 cup competitions, 3 representative teams, and supporting a football community of approximately 25,000 personnel.

The NRCFA football development programme includes a diverse education programme, covering all aspects of the game such as safeguarding children, coach education, charter standard, women and girls football, mini soccer, disability, social inclusion (includes equity and ethnicity), facility funding, treatment of injuries courses and volunteer development.



The Key aim of the NRCFA Customer Charter

Is to provide:

- A professional, accessible and approachable service to the many customers using the services of the Association, answering queries, requests and any complaints.
- A high level of service and that our customers' views are reflected back in the organisation
- Added values to customer contacts by promoting the services offered and communicate our vision.
- New ways of communicating with customers through use of the NRCFA website – **northridingfa.com**, greater use of emails, surveys and the continued use of e-circle our brand new electronic newsletter.
- Increased overall public interest awareness of Association football.
- Continued evolvment as a customer service focussed organisation with clear vision, values and objectives.
- A clear complaints/queries procedure ensuring that when received they are handled in a fair and appropriate manner.

We will listen to you

Keeping up to date with your experiences, needs and expectations is vital if we are to deliver the best service possible. To this end, we will ensure that your views are heard.

- We will deploy a range of methods to seek your views on the quality of service we provide across all areas of the business, as well as on our Customer Charter performance. This year we will commit to road shows, annual customer survey, e-circle newsletter, emails.
- We will make it easy for you to contact us with comments and / or feedback. Simply email alan.geddes@northridingfa.com or write to **Alan Geddes, County HQ, Broughton Road, Stokesley. TS9 5NY** or telephone **07872469955** where your comments will be acknowledged.
- We will publish, via our website and various other publications, feedback from stakeholders and customers and explain what we are planning to do to improve the specific area of service commented upon.

We will keep you informed

You rely on us for correct, up to date, user-friendly information, so in order to ensure you are as successful as possible in driving up participation and interest in football, we make the following commitments:

- Information on all of our programmes and services will be easily accessible, accurate and up to date. Information will be published on our website and in other publications.
- Disciplinary procedures will be published in our County FA Handbook and on our website.
- Our staff will offer impartial advice on all areas of the game, including disciplinary matters upon request.
- We will strive to ensure that technical details and procedures are explained as clearly as possible.
- Where possible, we will respond to requests for information, in different formats.
- When key changes take place, we will place particular emphasis on communicating them through our website, our County FA Magazine and via our other publications.
- We will continue to develop the breadth of our communications channels to ensure our customer and stakeholder groups are able to access information and interact with us in ways that are most convenient for them.
- We will continue to consult with our customers and stakeholders to expand our communications.

We will make it easy for you

We want to put you in control by making sure that it is easy for you to work with us. Whether you have an urgent enquiry, a need for information, a technical query or a problem, the process of interacting with the County FA should be as easy as possible. Whatever your needs or personal requirements, we'll keep our promise to see things through.

- We will use your feedback to ensure that our programmes, workshops and other services are deployed in ways that make it easy for you and that maximise participation as a consequence.
- You can telephone our office between the hours of **0900-1700, Monday to Friday**. If you need to contact us outside of these hours, then you will find details on how your enquiry will be serviced on our website and in our other publications.
- We will continue to work on finding better ways to allow you access to County FA expertise outside of usual working hours.
- We will answer **telephone** calls as quickly as possible. If the specific colleague you wish to speak to is not available, you will always be able to leave a message, speak to another available colleague or expect a call back within **24 hours**.
- You can make a pre-arranged appointment to meet with any specific members of our team. All staff details are available on our website. www.northridingfa.com
- If you **write** to and / or **fax** us, we will endeavour to provide a full response within **7** working days. If this is not going to be possible we will acknowledge your letter within **48 hours**, clearly explain why the process may take longer and tell you when to expect a full response.
- If you **email** us, you should expect a response within **24 hours**. If the person you are emailing is unavailable, you should expect an automated 'out of office' reply together with a number to call if your enquiry is urgent. Due to the nature of our work some members of staff may be away from their desks / email for several days at a time. In such circumstances, customers will receive an automated response to emails advising them who to contact if the matter is urgent.
- You can also access services through our Member Services portal <http://www.northridingfa.com/MembersServices/>

We will demonstrate that we have your best interests at heart

The majority of people working to develop and administer grass roots football give their time voluntarily, so the best way we can match this passion and commitment is by demonstrating that we have your best interests – and those of the game – at heart at all times.

We therefore commit to recruiting, training, supporting, coaching and developing colleagues who excel at customer service and promoting a customer service culture in all of our operations.

- We will listen carefully to you and ensure we fully understand your needs.
- We will always be polite and helpful.
- We will always act with integrity.
- We will always treat you with respect.
- We will always be open and transparent.

We will strive to provide the best possible service to all of our customers and stakeholders, irrespective of their gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion or belief, marital status and /or social class.

All of the talents and resources of the **North Riding County FA** will be fully utilised to maximise the levels of service offered.

We will make your problem our priority

It's only when things go wrong, that our true commitment to customer service is exposed, so if you have a problem you must be able to count on your County FA.

We therefore make the following promises.

- We will make it easy for you to contact us with comments and improvement suggestions. Simply email alan.geddes@northridingfa.com or write to **Alan Geddes, County HQ, Broughton Road, Stokesley. TS9 5NY** or telephone **07872469955** where your comments will be acknowledged. We may contact you to find out more information.
- You may also leave comments via our website.
- If you have a complaint, please telephone us in the first instance on **01642 717777** or email **tom.radigan@northridingfa.com** and we will do whatever we can to resolve the problem.
- If you prefer to write to us please address your letter to **Tom Radigan, Chief Executive, County HQ, Broughton Road, Stokesley. TS9 5NY** or email **tom.radigan@northridingfa.com** explaining why you are unhappy and enclosing all of your contact details. We will then provide a full response within **7 working days**.
- If the matter requires more time to resolve then we will acknowledge your letter within **48 hours**, clearly explaining why the process may take longer and tell you when to expect a full response.

In order to provide the best possible service, to better understand your needs and to speed up problem resolution, we encourage the resolution of complaints by **telephone**. Rest assured, however, that we take every complaint seriously and will endeavour to learn from our mistakes and use the experience to improve service for everyone.

Equal Opportunity Policy for Representation

The North Riding County Football Association is committed to a policy of treating all participants in football and the public fairly and consistently.

No one person or group of persons or any competition (actual or potential) shall receive less favourable treatment or consideration on the grounds of race, colour, religion, nationality, ethnic origin, sex, disability or marital status.

The North Riding County Football Association is committed to equality of opportunity and to the elimination of unlawful discrimination as defined under the terms of the Race Relations Act 1976, the Equal Pay Act 1970, the Sex Discrimination Act 1975 and the Disability Act 1995 as amended from time to time.

The following guidelines provide a framework within which standards will be applied:

- The North Riding County Football Association, in all its activities, will not discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability.
- The North Riding County Football Association will accept representatives of groups or organisations on the basis of merit and ability.
- All members of the Association have a responsibility for the practical application of the North Riding County Football Association's Equal Opportunities Policy.
- Disciplinary action will be taken against anyone who is found to have committed an act of unlawful discrimination.

Staff Conduct and Response times

The NRCFA is committed to developing an open, responsive and friendly relationship with all those involved in football at every level. This Charter sets out the standards which customers should expect from the NRCFA.

Staff Conduct

NRCFA staff should act in a courteous and responsive manner when dealing with any requests. If an issue cannot be resolved by a staff member they will take responsibility for ensuring that it is passed to a higher authority.

Response Times

Written correspondence will be acknowledged within 7 working days of receipt and if a full reply cannot be given within that period, due to further information being required, a comprehensive response will be made within ten working days.

Emails and telephone messages will be acknowledged within 2 working days and, if further information is required, then we will acknowledge your letter within 48 hours, clearly explaining why the process may take longer and tell you when to expect a full response. A comprehensive response will be made within ten working days provided that full contact details are given as part of any message.



North Riding County Football Association

Complaints Policy

The NRCFA's complaints policy is to deal with them rigorously and fairly. To achieve this we have implemented the following procedures:

- All complaints will be recorded in writing in our complaints record book, which will include details about the date when the complaint was received, action required and the date it will be completed. Discussions about the complaint will also be recorded.
- Any complaint will be acknowledged in writing to the complainant confirming that it is being dealt with in accordance with this policy.
- We undertake to investigate any complaint properly and fairly.
- We will respond in writing to all complaints within seven working days from the date of receipt.
- If the matter requires more time to resolve then we will acknowledge your letter within 48 hours, clearly explaining why the process may take longer and informing you when to expect a full response.

All complaints should be addressed to:

Tom Radigan
Chief Executive
NRCFA
Broughton Road
Stokesley
TS9 5NY

tom.radigan@northridingfa.com

Tel: 01642 717777
Mob: 07872 469944
Fax: 01642 717776

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