



# Customer Service Policy

## Customer Service Charter



To provide a professional and approachable service to our customers who contact us with different subjects.



To add value to customer contacts with Oxfordshire FA by communicating our vision and promoting the services we offer



To develop and improve new ways of communicating with our customers through greater use of e-mail and our website – [www.oxfordshirefa.com](http://www.oxfordshirefa.com)



To provide the football community with a high level of customer services ensuring our customer views are heard and reflected in the ongoing operations of the Company



To increase public interest and awareness of the game



To increase the perception of what we can offer by explaining our services and the limitations we are required to operate under.



# Customer Service Policy

## Staff Conduct and Response times

Oxfordshire FA are committed to developing an open, responsive and accountable relationship with all those involved with the game at every level. This Charter sets out the levels of service which customers are entitled to expect when dealing with us. Our policies in relation to these Customer Issues are set out below.

### Staff Conduct

Oxfordshire FA staff will act in a courteous and responsive manner in all matters relating to Customer Issues. If an issue cannot be resolved by the staff member, they will take responsibility for ensuring that it is escalated to their Line Manager

### Response Time

Written correspondence will be acknowledged within five 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 14 working days.

Emails and telephone messages will be acknowledged within two working days, and if further information is required, a comprehensive response will be made within 14 working days, provided that full contact details are given as part of any message.

Due to holidays, or the work of some members of staff, there may times when they are away from their desks/e-mails for several days. In these circumstances, customers will receive an automated response to e-mails and telephone calls informing them of whom urgent matters should be re-directed to.

Due to the nature of our business, a lot of valuable work is done by volunteers and as such they are not bound by this Agreement, but will endeavour to follow the time frames laid down.



# Customer Service Policy

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## Complaints Procedure

Any comment or complaint about our procedures and practices in relation to customer issues, and whether we are meeting these, can be addressed to our Company Secretary, Ian Mason:

Ian Mason  
Oxfordshire FA  
PO BOX 62  
WITNEY  
OX28 1HA

Telephone:	01993 894400
Fax:	01993 772191
Email:	<a href="mailto:Ian.Mason@OxfordshireFA.com">Ian.Mason@OxfordshireFA.com</a>
Web:	<a href="http://www.OxfordshireFA.com">www.OxfordshireFA.com</a>

Internal practices, including the use of a complaints journal, enable us to track any trends and provide data for systems analysis and improvements. We aim to resolve all complaints within 7 working days.



# Customer Service Policy

## Complaints Policy

The policy of Oxfordshire FA is to deal with all customer complaints fairly. To achieve this we have implemented the following procedures within our business:



All complaints are recorded in writing in our complaints record book which will include details of the date when the complaint was received, the action required to resolve the complaint and the date when the action will be completed. Intermediate 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 our complaints 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.



Where we find that any work is required or action needed to resolve the complaint then the work or action will be undertaken in the shortest possible time.