

SCOTTISH SQUASH

CUSTOMER SERVICE POLICY

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| Version No. | Date Amended | Amended By | Reason |
| 1.0 | 01/12/2010 |  | Issued |
| 2.0 | 24/05/2016 |  | Board Approval |
| 3.0 | 17/03/2017 | Vincent Bryson | Update Links |
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**CUSTOMER SERVICE LEVELS**

**1 Introduction**Excellent customer service is one of our key values and all our staff are committed to delivering the best possible standard of service to our customers.

**2 What you as a customer can expect from us**

* We aim to get it right first time, every time, so that you don't have to keep contacting us about the same issue.
* We will provide accurate and clear information in response to your enquiries.
* We will be open and honest about what we can or cannot deliver.
* We will be attentive, friendly, polite, considerate and professional at all times.
* We will use plain English, avoid jargon and technical terms,
* If you need special help we will try to make arrangements that meet your needs.
* If you are acting on behalf of a club we offer a regional support network via our Regional Managers and any club can access their services.
  + WEST – David Fallon – [David.Fallon@scottishsquash.org](mailto:David.Fallon@scottishsquash.org)
  + EAST – Lisa McKenna – [Lisa.McKenna@scottishsquash.org](mailto:Lisa.McKenna@scottishsquash.org)
  + NORTH – Allan McKay – [Allan.McKay@scottishsquash.org](mailto:Allan.McKay@scottishsquash.org)

**3 Enquiries via emails**We will, where possible, reply to e-mails within 1 working day.  Our general email address is [info@scottishsquash.org](mailto:info@scottishsquash.org)   
  
If we are unable to reply within 1 working day we will let you know when you can expect a full response.   
  
If the member of staff you need is out of the office, you will receive an e-mail response advising you when they will be available and who to contact in the meantime if your enquiry is urgent.

**4 Telephone enquiries**

Our telephone enquiry line is **0131 625 4425** and is openbetween the hours of 9.30am to 4:30pm Mondays to Fridays, excluding bank holidays. If you call outside of this time please leave a message as our voicemail will be on.

We aim to answer your call promptly, but at busy times we will advise you if you are in a queue and we will endeavour to keep your waiting times as short as possible.

**5 Enquiries made by letter**

We will respond to enquiries made by letter within 5 working days. In most cases this will be a full response but if the issue will take longer to investigate or resolve we will let you know when you can expect a full response.

**6 Enquiries made in person**

* We will aim to see personal callers to Caledonia House within 10 minutes, and to deal with most transactions at the first point of contact.
* If we cannot help with your enquiry we will do our best to give you the details of an organisation or person who can.

**Customer Feedback**

 We will publicise our Complaints & Feedback Policy so that customers can give us useful [feedback](http://www.daventrydc.gov.uk/council-and-democracy/customer-services/) about our services.