



SCOTTISH SQUASH

CUSTOMER SERVICE POLICY

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
4.0	31/10/2018	G McKay	Minor updates

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 Development Team and any club can access their services.

3 Enquiries via emails

We will, where possible, reply to e-mails within one working day. Our general email address is info@scottishsquash.org

If we are unable to reply within one 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 451 8525** and is open between the hours of 10.00am to 4:00pm 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 five 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 Oriam, Heriot Watt University within ten 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 about our services.