

Guernsey Football Association Customer Service Charter



Our Customer Service Charter

Introduction by the County Secretary Mike Kinder

The Guernsey Football Association is committed to improving customer service and standards overall. Our new customer service charter is one of the ways that we hope to improve the experience you have when you interact with the Association.

This Charter sets out the standards of service that you can expect to receive from us. It also tells you about the higher and more consistent standard of customer care that we will strive to achieve no matter what service is being delivered or where it is being delivered in Guernsey.

We will work to make sure that our services and facilities are accessible to you and our processes promote equality and respect for everyone. Treating people fairly is at the heart of our business and we aim to make sure that all those involved with the game at every level can enjoy the highest possible standards of service at all times.

Who we are and what we do?

The Guernsey Football Association is the governing body for football in Guernsey. The Association looks after the governance of the sport including the rules, discipline and membership. The Association also runs the Island's representative teams, a Centre of Excellence and offers an extensive education programme.

The Association is a Guernsey company limited by guarantee (LBG). It has a Board of Directors which is responsible for running and managing the Association on behalf of its 18 members. There are currently 5 Board members, including the Chairman, Vice Chairman and a Finance Director.

Board members are unpaid and meet together with the County Secretary on a monthly basis and as required. The Board has appointed a League Management Committee with responsibility and authority for running the league structure, including match fixtures.

The Association has both full and part-time staff:

Michael Kinder is the County Secretary;
Paul Mooney is the Football Development Manager;
Matt Le Prevost is the Football Development Assistant;
Sara Mallett is the County Welfare Officer;
Garry Cortez is the League Management Committee Football Secretary.

Our commitment to you

We will take all reasonable steps to meet your needs by:

- Seeking to answer all your enquiries efficiently the first time you contact us. If your enquiry cannot be dealt with at this time, we will put you in touch with someone who can help. We will keep you informed of progress on your enquiry.
- Training and developing our employees so they have the right knowledge and skills to meet your needs.

We will be open and honest in all that we do. We will achieve this by:

- Making information available in a number of formats within a reasonable time period.
- Making sure our communication is jargon-free and easy to understand.
- Making sure you receive a full explanation of any decisions made and any rights that you have to appeal.
- Working with partners, volunteers and other service providers to make sure we provide a consistent and efficient service.
- Maintaining accurate and secure records about our members and the services you receive.
- Making sure information is available when it is required.

Measuring our performance

We are working hard to ensure the right systems are in place to tell us where we are doing well and where we need to improve.

For each of our Customer Service Charter standards, we will set specific targets and regularly measure how we are doing against these targets. We will use a number of different ways to measure how we are doing including:

- Online National Game Survey
- Regular Consultation
- Customer Feedback

We want to know when we get it wrong or could do better and welcome any customer feedback, whether it's complaints, compliments or comments. By letting us know how we're doing, you can help us to improve our services.

We will report publicly on our performance, which is regularly monitored by the FA, via our annual report and in addition quarterly returns are submitted to the Guernsey Football Association Board.

How to contact us

You can telephone our office between the hours of 9.00am and 5.00pm Monday to Friday. The telephone number is (01481) 200443. You will be greeted with a list of contacts so that your call can be directed to the relevant person or in their absence voicemail can be used.

The office will be closed on bank holidays, public holidays and between Christmas Day and New Year's Day.

Outside normal working hours, information on the Association is available on our website, 24 hours a day, 7 days a week at:
www.guernseyfa.com

New information is added on a regular basis so please ensure you visit often. Very shortly the FA "ecircle" initiative will offer even more regularly updated information.

You can also write to the Association at Guernsey Football Association, Corbet Field, Grand Fort Road, St Sampson's, GY2 4RG or email:
Michael.Kinder@guernseyfa.com

Your views on the information contained in this Customer Service Charter are always appreciated.