



**CAPITAL
FOOTBALL**

SERVICE CHARTER

JULY 2020

VERSION 1

VERSION CONTROL

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CAPITAL FOOTBALL SERVICE CHARTER

1 OVERVIEW

- 1.1 Capital Football is dedicated to achieving excellence in the delivery of our services to and for our football community. The Capital Football Customer Service Charter outlines what you can expect from us. It also tells you what you can do to help us give you the best service we can.
- 1.2 This Charter tells you:
 - a) About us
 - b) Our commitment to high quality customer service
 - c) What you can expect from us
 - d) Our service standards
 - e) Your responsibilities – help us to help you
 - f) How to provide feedback, make a suggestion, comment, or complaint.

2 ABOUT US

- 2.1 Purpose – to provide high quality experiences for everyone involved in football in all its forms
- 2.2 Vision – to be the most inclusive and respected sport in Canberra and the Capital Region
- 2.3 Values – we will engender a culture of excellence and adopt the following values in all that we do. Collectively we will be:
 - a) Accountable
 - b) Ethical
 - c) Inclusive
 - d) Respectful
 - e) Responsive
 - f) Unified.

3 OUR COMMITMENT TO HIGH QUALITY CUSTOMER SERVICE

- 3.1 The Charter is our commitment to high quality customer service for all interactions with our stakeholders. Underpinning our philosophy is a customer-focussed ethic, based on consistent, proactive, and timely delivery of services to all external and internal customers / stakeholders, in accordance with our values.

4 WHAT YOU CAN EXPECT FROM US

- 4.1 Capital Football staff will:
 - a) Conduct themselves in a courteous manner, maintaining the highest level of professionalism, acting with integrity and honesty
 - b) Treat everyone equally with respect and dignity regardless of sex, disability, ethnic origin, or religion

- c) Make sure that you can reach the right person who is knowledgeable and can answer your questions
- d) Identify ourselves in our dealings with you
- e) Meet agreed timeframes, respond to your requests promptly and accurately, be punctual and prepared
- f) Listen to your point of view and take into account special needs you may have
- g) Keep your information private and give you access to it, in accordance with the law
- h) Explain our decisions clearly in a reasonable way that you would understand.

5 OUR SERVICE STANDARDS

5.1 Capital Football will:

- a) Be seen in and engage with the football community
- b) Provide office contact hours from 9am to 5pm on business days and after-hours contacts
- c) Provide accurate and up to date information via our website on our policies, programs, and procedures
- d) Acknowledge all telephone and email messages within 2 business days, except on weekends and public holidays
- e) Respond to all telephone and email messages within 5 business days of receipt. If this is not possible, provide an interim response explaining the action being taken and reason for delay
- f) Provide a contact name and details on all correspondence
- g) Provide member clubs with training and information sessions at times and locations that fit the needs of volunteers
- h) Ensure that our online systems have availability 90 percent of the time you may try to use them
- i) Provide avenues for you to provide feedback, raise concerns and / or request a review of a decision.

6 YOUR RESPONSIBILITIES – HELP US TO HELP YOU

6.1 So that we can provide high quality customer service, it is essential that you:

- a) Treat our staff with courtesy and respect and in accordance with the Values
- b) Give us accurate and complete information about your circumstances in a timely manner
- c) Provide all documents, information, and payments within the specified times
- d) Understand our decisions are made within the legislation and guidelines we administer
- e) Do not offer gifts or other favours to our staff.

7 YOUR FEEDBACK IS IMPORTANT TO US – HOW TO PROVIDE FEEDBACK, MAKE A SUGGESTION, COMMENT OR COMPLAINT

7.1 We are striving to continuously improve our service to you. We welcome your feedback, positive or negative, as it helps us identify the things we do well and those that we need to improve.

If you consider that our level of service can be improved or has failed to meet our Charter, we would appreciate hearing your comments, suggestions, or complaints. We encourage you to contact the staff member directly with your feedback or complete [feedback form](#).