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British Wrestling Customer Charter

British Wrestling wishes to give our customers a commitment regarding British Wrestling Association's services that will improve the satisfaction of our customers and encourage people to join our sport and stay with us.

This Charter sets out what levels of service you can expect and what to do if you feel these levels have not been met.

Communication

We want to be in touch and accessible.

You can contact British Wrestling by telephone, email, via the website or in person at one of our events.

We will:

- Listen to you about improvements and pass these on to key personnel
- Let you know the name of the person you are dealing with
- Be open and honest
- Value and respect the diversity of our customers and try to meet the needs of customers with specific requirements
- Ensure our staff are trained to do their jobs effectively
- Not tolerate abuse or violence towards staff or volunteers

We aim to:

- Get things right first time
- Answer the telephone promptly within office hours (usually 9am – 1pm) and provide a voice mail service as a back up
- Acknowledge all enquiries within 5 working days
- Reply to emails or letters within 10 working days
- Improve efficiency and service while reducing costs

Wrestling for All

We have committed to improving the promotion of Wrestling to the whole community as part of our Equality Standard work. Our aim is for everyone to have the chance to be involved in Wrestling regardless of background, and to have eliminated discrimination by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, age, ability or disability.

Complaints

Occasionally we get it wrong and you may feel the need to complain formally. If this happens you must write to the Chief Executive with specific details of your complaint.

The Chief Executive
British Wrestling Association
12, Westwood Lane, Brimington, Chesterfield, Derbyshire S43 1PA

We will:

- Respond within 7 working days, letting you know the next steps
- Openly seek your feedback on our services
- Be fair
- Be effective
- Be accountable and record all complaints
- Report back to members where necessary

Contact us

Administrator:
Phone/Fax: +44 (0)1246-236443
Email: admin@britishwrestling.org

Chief Executive:
Phone/Fax: +44 (0)1246-236443
Email: ce@britishwrestling.org

Website: www.britishwrestling.org