

# Customer Charter of the Great Britain Wheelchair Basketball Association

## Introduction

The Great Britain Wheelchair Basketball Association (GBWBA) is the National Governing Body of Wheelchair Basketball in the United Kingdom and a registered charity.

## Who are our customers?

As a charity our primary group of customers is stated in our constitution. The statement in the constitution is:

*'The Charity's objects (the Objects) are:*

*To promote community participation in healthy recreation in particular by the provision of facilities for the playing of wheelchair basketball in Great Britain. To relieve those persons who have a severe permanent physical disability of one or both lower extremities who are resident in Great Britain or eligible to play for Great Britain by encouraging and promoting the sport of wheelchair basketball'*

The customer in this context however can be expanded to every person who wishes to be involved in the sport of wheelchair basketball and is deemed fit to do so. This list includes:

<ul style="list-style-type: none"><li>• Members</li><li>• Players</li><li>• Coaches</li><li>• Officials</li><li>• Legislative bodies such as the World Anti-Doping Agency.</li></ul>	<ul style="list-style-type: none"><li>• People in Education</li><li>• Teachers and Lecturers</li><li>• People with disabilities</li><li>• The Media</li><li>• Sponsors</li><li>• Sport bodies</li></ul>
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To address the needs of our membership, GBWBA produced a mission statement based on the feedback of the members to try to encompass the role of the organisation.

## Mission Statement

GBWBA will create, underpin and deliver quality opportunities for players at all levels in all corners of the United Kingdom to obtain the best possible performances for teams, clubs and each and every member.

For our customers we aim to:

- To take all necessary steps to ensure a safe and healthy environment
- To create a welcoming, relaxed environment at events
- To offer a wide range of activities to suit the majority of our members
- To conduct regular surveys to listen to your views and suggestions
- To safeguard all the personal information you provide and comply with the Data Protection Act
- To operate up-to-date policies in Child Protection and Vulnerable Adults, Anti-doping and other relevant legal policies as they arise.
- To maintain the rules of play for wheelchair basketball in line with the International Federation in the best interest of the membership.

We promise:

- To carefully consider all comments, complaints and suggestions received
- To reply to all written communications within fourteen working days
- To maintain an office and points of contact
- To notify customers of any changes to the working hours of the office in advance
- To maintain a website to provide up to date information
- To support the development of clubs
- To ensure that all GBWBA equipment is in good working order
- To ensure that our membership prices are set to ensure value for money
- To display changes to regulations promptly and in an accessible format.
- To provide fully trained staff to give expert advice

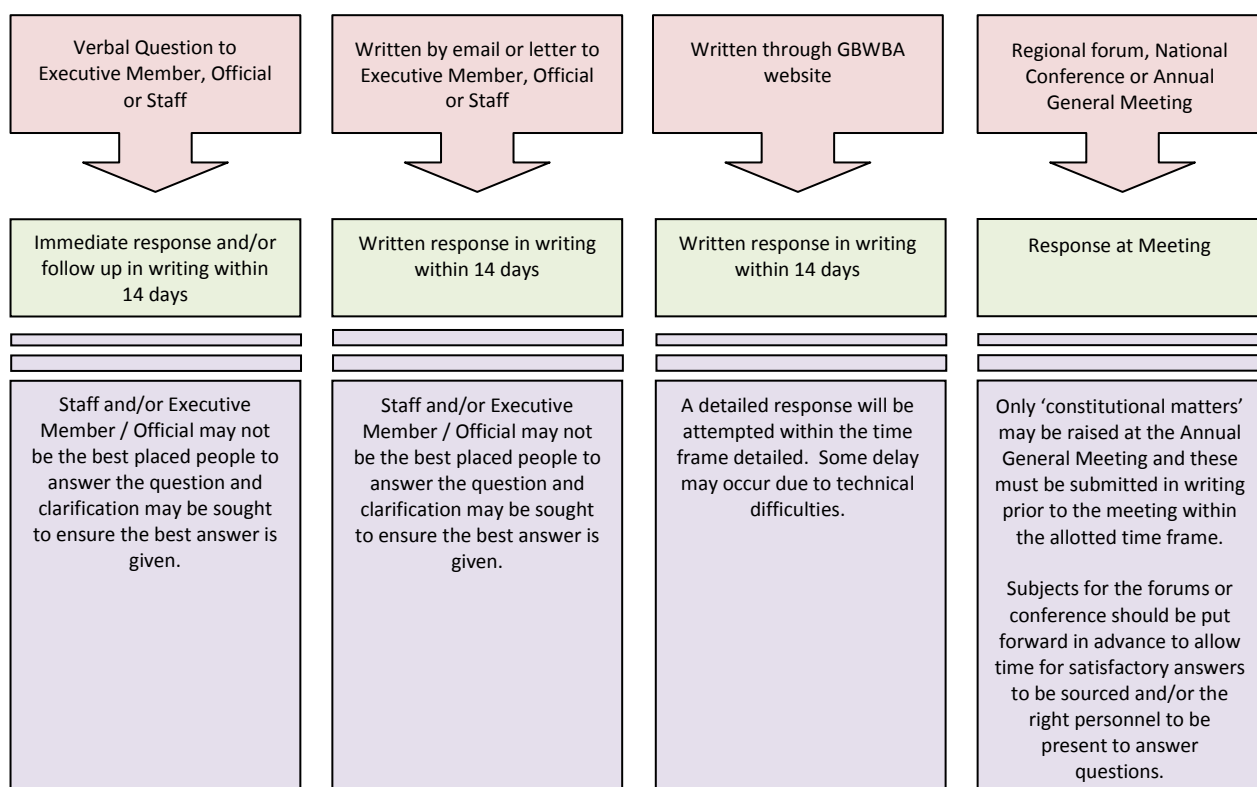
## Feedback process

Whether satisfied or not with any aspect of the service you've received, or you simply want to Ask a Question or Air Your Views about GBWBA operations and/or longer-term Wheelchair Basketball developments, then we want to hear from you!

At GBWBA we operate a robust and thorough customer care feedback process, which gives you opportunities to discuss any issues or concerns you may have.

GBWBA commit to host a National Conference each year to allow members to speak in a forum and raise suggestions for the development of the sport.

The process for feedback is below:



If there is a failure to respond within the given timeframe people are asked to write to that member or staff/official/Executive member to remind them of your enquiry.

If you fail to get a reply please contact the Chief Executive. If the request was made to the Chief Executive please contact the Chairman. If the request was made to the Chairman please contact the Vice Chairman.

Please remember that staff, officials and Board Members often taken leave or have difficulties with email and the failure to respond may not be (whilst it may feel it is) due to 'not being bothered' or 'avoiding the issue'. GBWBA will always endeavour to respond courteously and promptly.

GBWBA reserve the right to not respond to abuse or repetitive questioning if it is considered to not be in the interest of the sport. An example would be repetitive questioning on matters already dealt with.

The Disciplinary Policy is still in place and should be used for matters relating to the sport.