

**Goalball UK** **Customer Charter**

Goalball UK is the NGB for the sport of Goalball in the UK.

**Vision**

The Charity’s vision statement is “As the NGB for Goalball in the UK, to be recognised nationally and internationally,as creating the best possible inclusive environment, structure and facilities for the development of Goalball players in the UK to compete both domestically and internationally.”

**Values**

A number of values underpin the NGB's aims and objectives:

 - To encourage the development of our players from playground to podium

 - To continually strive for sporting excellence

 - To ensure all our people are valued

 - To promote integrity, responsibility and endeavour

 - To be inclusive in everything we do

**Standards**

As an organisation Goalball UK is committed to ensuring good governance and accountability.

We are committed to giving a quality service and working in an open and accountable way that builds the trust and respect of our members.

**Our Commitments**

**- We are accessible**

You can make general enquiries through the main Goalball UK office telephone number. You can also contact by post or by e-mail through the Contact Page on our Website.

**- We are fair and inclusive**

We will always try to be fair and consistent.

**- We are knowledgeable and open**

We will always be honest and supply you information/feedback that is reliable and accurate

**- We are polite and respectful**

Our staff will communicate in a professional, polite and sensitive manner. In return we expect our staff to be treated fairly and we will not tolerate verbal abuse.

**Listening To You**

If you are pleased with our service please tell us. It helps us to identify good practice and motivates us. One of the ways we can continue to improve our service is by listening and responding to our members observations and responding efficiently to complaints. We will deal with a complaint quickly and aim to resolve promptly. An informal approach/solution can hopefully be achieved. However if concerns cannot  satisfactorily be resolved informally, then our formal complaints procedure should be followed. We aim to learn from any complaints and use them to improve our overall service.