

# Customer Charter for the Somerset FA

## ***“Using the Power of Football to build a better future”***

### Introduction

Somerset FA's purpose is covered in its Mission Statement as outlined in our County Plan and repeated below:

***Somerset Football Association is responsible for interpreting and applying the 'Rules and Regulations' of its parent body 'The Football Association' to its Divisions, Leagues and Clubs. It will lead and ensure that the successful development of football covering increased participation, quality and enjoyment will be harnessed to The FA's National Game Strategy. Much of this will be achieved through our vision:***

***"We will continue to strive to develop, particularly at 'Grass Roots Level', participation in the National Game for all individuals regardless of ability, gender, age, sexual orientation and ethnic background.***

***We will promote the 'National Game Strategy' using key enablers to ensure all goals are met.***

***We will work closely with local partnerships and all stakeholders to give added value to the National Game.***

***We will endeavour where there is need to provide information and deliver events deemed beneficial to the National Game.***

***We will actively encourage all leagues, clubs, and match officials under our jurisdiction to participate for the further benefit of FA led initiatives.***

***We will work tirelessly towards our goal for “Football For All”***

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**From the above we have recognised that with the re-organisation of the Football Association and the financial resources likely to be at our disposal via the “National Game Board” now is the opportune time to develop and promote the game throughout the whole of Somerset. This is a chance we dare not miss.**

The Chief Executive has responsibility for all traditional aspects of the game and, in particular the Rules and Regulations as detailed in the County Handbook.

The Chief Executive is supported by 8 full time and 3 part time staff all of whom have specific responsibilities. Further support is provided by a Board of 8 Directors some of whom oversee particular areas of County business.

Somerset FA has over 1,700 affiliated teams and 700 referees. The County runs 13 cup competitions, 2 Representative teams, and provides a service to a football community of approximately 500,000 people within the county of Somerset.

The Football Development section, manages our football development programme for the football community in Somerset which includes a diverse education programme, covering all aspects of the game, i.e. adult 11 v 11, Charter Standard, Child Protection, Coach Education, Disability, Drugs in Sports, Ethnicity, Football Foundation, Girls and Women's Football, Mini Soccer, School Club Links, Small Sided Football, Social Inclusion and Volunteer Development. They have their own Staff Development Programme.

### **The Key aim of the Customer Charter for Somerset FA is:**

- to provide a professional and approachable service to the many customers who contact us with queries, views and complaints.
- add value to customer contacts with Somerset FA by promoting the services we offer and communicating our vision as outlined in our County Handbook.
- use new ways of communicating with our customers through innovative use of our website – SomersetFA.com and greater use of e mail.

- work with all divisions within the Somerset FA to ensure that a high level of customer service is being offered and that our customer's views are being reflected back into the organisation.
- to improve awareness of the means of contacting Somerset FA, particularly through the publicising of our website address SomersetFA.com, our Newsletter and through our Partnerships.
- to increase overall public interest and awareness of the Sport of Football.
- to ensure we are a Customer Service based organisation with clear missions, values and objectives.

### **Staff Conduct and Response times**

Somerset FA is committed to developing an open, responsive and accountable relationship with all those involved with the game at every level. This Charter sets out the standards, which customers are entitled to expect when dealing with their County FA. Our policies in relation to these Customer Issues are set out below.

#### **Staff Conduct**

Somerset FA staff will act in a courteous and responsive manner in all matters relating to Customer Issues. If an issue cannot be resolved by the staff member, they will take responsibility for ensuring that it is escalated to their Line Manager.

#### **Response Time**

Written correspondence, e mails and where necessary, oral communications, will be acknowledged within two working days of receipt, and if a full reply cannot be given within that period, due to further information being required, a comprehensive response will be made within 10 working days.

#### **Complaints Procedure**

Any comment or complaint about our procedures and practices in relation to customer issues, and whether we are meeting these, can be addressed to our Chief Executive, Jon Pike, who can be contacted at:

Somerset FA  
Charles Lewin House  
Wirral Park Road  
Glastonbury  
Somerset  
BA6 9FR

Email [secretary@somersetfa.com](mailto:secretary@somersetfa.com)  
Tel: 01458 832359  
Fax: 01458 835588

The Chief Executive has a complaints journal to enable us to track trends and provide data for use in making improvements. We aim to resolve all complaints within 7 working days

### **COMPLAINTS POLICY**

The policy of Somerset FA is to deal with all customer complaints fairly. To achieve this we implemented the following complaints procedure within our business.

1. All complaints are recorded in writing in our complaints record book which will include details of when the complaint was received, the action required to resolve the complaint and the date when the action was completed. Intermediate discussions about the complaint will also be recorded.
2. Any complaint will be formally acknowledged in writing to the complainant that it is being dealt with in accordance with our complaints policy
3. We undertake to investigate any complaint properly and fairly
4. We will respond in writing to all complaints within seven days from the date of receipt.
5. Where we find that any work is required or action needed to resolve the complaint then the work or action will be undertaken in then shortest possible time.
6. Complainants will be advised to the final outcome of the complaint
7. Any complainant dissatisfied with the outcome should advise the Chief Executive of such who will refer the matter to an appropriate Directors who will respond within the same timescale as above.

All complaints should be addressed to:

The Chief Executive  
Somerset FA  
Charles Lewin House  
Wirral Park Road  
Glastonbury  
Somerset  
BA6 9FR

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