



## CUSTOMER SERVICE CHARTER

Policy number	BH5
Responsible person	General Manager
Version	1.0
Approved by Board	February 2025
Scheduled review	January 2026

### 1. INTRODUCTION

Badminton Hobart's (BH) mission is to support, encourage and develop the sport of Badminton for the community and we exist to be the best place to play, develop & participate in Badminton in Tasmania.

We will achieve this mission through our commitment to our values of Inclusive, Fun, Accessible and Accommodating.

### 2. WHO ARE OUR CUSTOMERS?

BH's customers include players, coaches, umpires, officials, volunteers, sponsors, program partners, schools, families, spectators and staff.

### 3. SCOPE

This Customer Service Charter does not cover areas which have their own appeals or complaints processes as outlined in the BH Constitution, including grievance and disciplinary outcomes or matters addressed by the Member Protection Policy.

### 4. HOW WE CAN HELP

BH staff will:

- be courteous, professional and will greet customers in a friendly manner, and identify themselves with their first name
- endeavour to answer your calls (or respond to your emails) promptly and if we cannot assist, you will be transferred to the appropriate BH staff member
- make sure that you can reach the correct person who has the knowledge to answer your questions
- explain decisions, where appropriate, in a clear concise manner

## 5. OUR SERVICE STANDARDS

BH staff will:

- provide the contact's name, position, organisation and personal business hours, if relevant, in all email correspondence
- maintain office contact hours on working days noting that as a sporting organisation, it is unlikely that every staff member will be in the office at all times on working days. BH staff members will, if they are unable to find someone else to assist, pass on a message to the appropriate person for attention.
- acknowledge, where appropriate, all legitimate emails and telephone messages received by BH
- best endeavours will be made to acknowledge all emails sent to any BH staff member within two (2) working days, however, please note that this period may be longer during the busy times of the year

## 6. HOW YOU CAN HELP US:

To assist BH staff in providing customer service quality of a high professional standard, it is essential that you assist us in the following:

- check BH social media, BH website or your email inbox for relevant information prior to contacting BH
- at all times treat BH staff with courtesy and respect
- provide accurate and complete information when contacting the organisation
- ensure that documentation, information and payments are provided to BH within specified time frames.
- notify BH as soon as possible of any problems or potential problems.
- if you have not received a response to your email or telephone message within five (5) working days, please contact the appropriate person again
- ensure that personal and/or club details are current with BH

## 7. HOW TO SUBMIT FEEDBACK

BH aim to continuously improve the customer service delivered to you. In line with this, feedback (both positive and negative) can assist BH in identifying the areas of customer service that we excel in and the areas that need improvement.

If you wish to provide feedback or have a suggestion or complaint, please contact BH staff via [info@badmintonhobart.com](mailto:info@badmintonhobart.com)

If you receive no response with five (5) working days, please contact the BH General Manager, by telephone on 0488 788 426 or e-mail [mpurcell@badmintonhobart.com](mailto:mpurcell@badmintonhobart.com) providing as much information as possible.

Alternatively, you can mail feedback, suggestions or complaints to:

General Manager

Badminton Hobart

101 Cascade Road

SOUTH HOBART TAS 3052