



BASKETBALL ENGLAND

# CUSTOMER SERVICE CHARTER





# INTRODUCTION

Basketball England services more than 33,000 members and more than 700 clubs, in addition to many other customers and stakeholders who are involved in the sport.

As a membership organisation, our customers are at heart of everything we do and adhering to high standards of customer care is very important to us.

This customer service charter sets out the service you can expect as a customer and member of Basketball England. Our aim is to provide services as effectively and efficiently as possible for all our customers.

We will:

- Respond to all enquiries promptly, efficiently, and accurately
- Communicate clearly and effectively
- Be polite and professional via all means of communication
- Treat all our customers with respect and dignity
- Apologise if we get things wrong and explain what we will do about it

Please be aware the quickest way to resolve your query may be to look at the **'Frequently Asked Questions'** available in each section of our website.

# RESPONDING TO PHONE ENQUIRIES

When you phone us:

- We will endeavour to resolve your query at the first point of contact
- If this is not possible, we will take your contact details and nature of your enquiry and pass this information to the relevant staff member within our organisation
- Another member of our team will then get back to you within 72 hours of your telephone call. *(Please note that in certain circumstances this may take us longer)*

Our main office number is **0300 600 1170** and our normal working hours are 08:00 to 18:00 Monday to Friday. During these times we endeavour to answer all calls that we receive.

Any changes to our working hours can be found here:  
[www.basketballengland.co.uk/about/contact-us](http://www.basketballengland.co.uk/about/contact-us)





## RESPONDING TO EMAIL ENQUIRES

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We receive large numbers of email enquiries each year on topics ranging from fixture changes, where to buy basketball kit and how to join a local club. To help us organise these enquiries, we have different inboxes for different types of queries:

### [support@basketballengland.co.uk](mailto:support@basketballengland.co.uk)

For queries relating to:

- General Information
- Membership
- Finance
- Shop
- Recruitment

### [safeguardingbasketball@basketballengland.co.uk](mailto:safeguardingbasketball@basketballengland.co.uk)

For queries relating to:

- Safeguarding
- Compliance
- GDPR
- Inclusion
- Reporting an issue

### [talent@basketballengland.co.uk](mailto:talent@basketballengland.co.uk)

For queries relating to:

- Aspire
- England/GB age group teams
- Sport Science and Medicine
- Coaching
- Anti-doping

### [competitions@basketballengland.co.uk](mailto:competitions@basketballengland.co.uk)

For queries relating to:

- National League
- Statistics
- Scoresheets
- Disciplinarys

### [participation@basketballengland.co.uk](mailto:participation@basketballengland.co.uk)

For queries relating to:

- Club support
- SlamJam
- All Girls
- Jr.NBA
- Volunteer Awards
- Assist Fund
- Satellite Clubs

### [infrastructure@basketballengland.co.uk](mailto:infrastructure@basketballengland.co.uk)

For queries relating to:

- Facilities
- Officiating
- Courses & Certificates
- #ProjectSwish
- Events
- Volunteering



We aim to respond to all email enquiries within three working days. *(Please note that in certain circumstances this may take us longer)*

Please be aware that at the busiest times of the year (particularly at the start of the season in October and transfer deadline week in the new year) we may take a little longer to get back to you.



## EXPECTED STANDARDS

In return we ask that you:

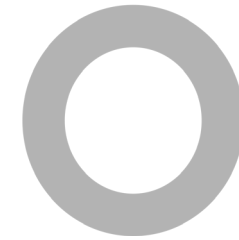
- **Treat our staff with respect**
- **Be considerate and polite**
- **Provide us with the information we need to deliver services**
- **Ask us to explain anything you are not sure about**

Our employees mean a lot to us and are entitled to a safe working environment. To ensure this, we ask that customers or members do not threaten, bully or harass our employees, including swearing or shouting at them. This is very rare, but if it happens, we reserve the right to limit contact with Basketball England and in some cases refer to our disciplinary process.

Please note we cannot bend the rules for specific issues, teams or individuals, and particularly in the case of international transfers, we cannot override FIBA regulations or immigration regulations. You will not get a different response from different members of Basketball England staff, as we are all trained in the same policies and processes.

Individual Basketball England employees cannot advise you on disputes or disciplinary cases if they are not assigned to that case, and even when assigned to a case, cannot advise you in anything other than their capacity as an employee of Basketball England.

# CUSTOMER SERVICE ON FRIDAYS FOR GAMES AT THE WEEKEND



Where at all possible, we avoid situations where players are not cleared to play at the coming weekend for an administrative reason, such as waiting for a transfer or registration to go through. Each Friday, our National League team ensures all administrative tasks ready for processing (registrations, transfers, tip changes etc) affecting games that weekend are completed.

Please be aware if a task is not ready for processing by 9am on a Friday morning (for example, if correct ID or transfer forms have not been provided), then we cannot guarantee that this task will be completed ready for the weekend.

To ensure that players can compete, please allow at least three working days to complete registrations, and five working days to complete registrations or transfers of international players.

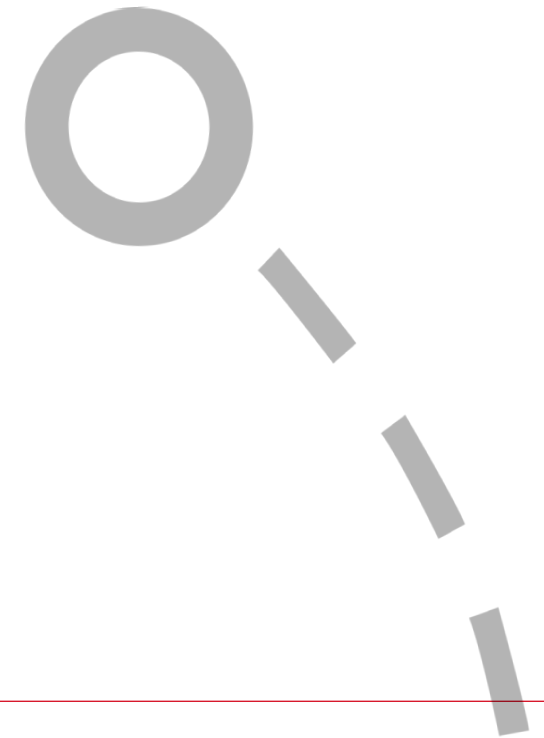




# URGENT GAME-DAY ENQUIRIES

For emergencies preventing a game from being played, such as referees not being present or an inappropriate venue, please see our FAQ page:

[www.basketballengland.co.uk/competitions/nbl/faqs/](http://www.basketballengland.co.uk/competitions/nbl/faqs/)





## REPORT A SAFEGUARDING ISSUE

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For emergencies relating to safety and/or child protection between 08:00 and 18:00 Monday to Friday please contact us on:

**0300 600 1170**

To report safeguarding emergencies or to raise a concern in or out of our office hours use this online form:

**[www.basketballengland.co.uk/safeguarding/report-a-concern](http://www.basketballengland.co.uk/safeguarding/report-a-concern)**

Or contact the NSPCC on: **0808 800 5000**

**[www.nspcc.org.uk/what-we-do/about-us/contact-us](http://www.nspcc.org.uk/what-we-do/about-us/contact-us)**





REPORT AN INCIDENT TO US

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If you have you witnessed or been victim of racism, discrimination or a breach of the Code of Ethics and Conduct that we need to investigate, report it here:

[www.basketballengland.co.uk/safeguarding/report-an-incident](http://www.basketballengland.co.uk/safeguarding/report-an-incident)





## CUSTOMER SERVICE ON FRIDAYS

# MAKING A COMPLAINT ABOUT CUSTOMER SERVICE

We are committed to providing high standards of customer service. However, if you are unhappy with any of our services and would like to lodge a formal complaint with us, then please refer to our complaints procedure here:

[www.basketballengland.co.uk/safeguarding/make-a-complaint](http://www.basketballengland.co.uk/safeguarding/make-a-complaint)

