



CUSTOMER CARE CHARTER

Revision History

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Sligo Sport and Recreation Partnership Customer Care Charter

Sligo Sport and Recreation Partnership (SSRP) is committed to providing all our stakeholders with a high-quality customer service. Our Customer Care Charter sets out the standards of service one can expect from us.

1. Mission Statement

Our agreed mission is to plan, lead and co-ordinate an integrated approach to the development of sport and recreation with sporting, community, voluntary and statutory organisations.

2. SSRP - Our Guiding Principles

The key principles which guide how we operate are:

Accountability: We believe in being accountable for our performance in improving sport and increasing physical activity in Sligo. We will take a planned and managed approach to our work and the delivery of programmes and services. This means we will only deliver what we are capable of and have the resources to do so successfully.

Equality: We support the right of all members of the community regardless of age, ability, gender, ethnicity and socio-economic background to be involved in sport and physical activity.

Empowerment: We recognise the importance of empowering individuals, clubs, communities and organisations, so that they can shape and deliver local sports and physical activities which are relevant to them.

Partnership: We are committed to developing sport in Sligo in partnership with existing communities, schools, clubs and agencies. We have excellent relationships with our partner agencies and are only as strong as the support we receive from them and the community.

Quality: We believe that delivering quality programmes and services is critical to increasing lifelong physical activity.

Sustainability: We will promote and support sustainable sports participation opportunities.

3. Roles / Services of Sligo Sport and Recreation Partnership

SSRP provides a leadership role for the co-ordination, development and delivery of sport and physical activity opportunities in County Sligo within the framework of our strategic plan and the resources available.

The key aim of SSRP is to increase participation in sport and physical activity and to ensure that local resources are used to best effect.

We will achieve this through:

- Programming
- Education and training
- Information provision

We endeavour to involve and support all people equally at a level of their choice in sport and physical activity.

While we try to support participation in sport and physical activity in its broadest sense for the general population, our priority target groups include:

- Disadvantaged communities
- Young people
- People with a disability
- Women and teenage girls
- Older adults

4. Main Clients and Stakeholders of Sligo Sport and Recreation Partnership

Our main clients and stakeholders can be grouped as follows:

- All residents of County Sligo
- Public Bodies – Sport Ireland, Sligo County Council, HSE North West, Mayo Sligo Leitrim ETB, Atlantic Technological University Sligo and Sligo Leader Partnership Company
- National Sports Governing Bodies
- Pre-Schools, Primary Schools and Secondary Schools
- Disability Organisations
- Local Sports Clubs & Local Community & Voluntary Groups

5. Delivering Quality Service

We are committed to providing an efficient and courteous service to all our clients. This document sets out clearly the type of service one can expect from SSRP. We do not envisage these standards as being permanently fixed as this charter will be subject to periodic review. Through a regular review process, we will constantly strive to improve our services to the extent that our resources will permit.

6. Principles of Quality Customer Service

SSRP has adopted the following principles of quality service to help us deliver a quality service to our clients. We are committed to:

- Providing high quality standards of service by developing this Customer Care Charter and reviewing it bi-annually.
- Promoting equality and diversity for all by implementing equality legislation and eliminating all barriers to service access for those experiencing poverty and social exclusion.
- Proactively providing information by ensuring that the potential offered by today's information and communications technology is fully availed of and is in keeping with the guidelines of online publications. We will also continue the drive for simplicity in all information available from SSRP.
- Delivering a service to the public in a timely and courteous way by providing contact names to ensure ease of communication, and by delivering a quality service to enable us to foster a climate of mutual respect.
- Dealing effectively with complaints by maintaining a simple to use complaints procedure.
- Ensuring that the needs of the public are met by providing a structured approach to consultation, participation and evaluation in which the public can participate.
- Providing choice, where feasible in-service delivery by using available and emerging technologies to ensure maximum access and choice, along with quality of delivery.
- Fostering a co-ordinated and integrated approach to service delivery.
- Ensuring all personal and sensitive information is processed, retained and deleted in compliance with GDPR and Data Protection regulations.

7. Telephone Enquiries

- When a client telephones us, we will be available where possible to answer calls during normal office hours (9am to 1pm and 2pm to 5pm, Monday to Friday) with voicemail available outside these hours.
- Our aim is to process all telephone enquires within 24 hours.
- We will identify ourselves when the public contacts us.

- We also aim to be courteous, helpful, and to provide those who contact us with clear and accurate information.
- If we cannot provide an immediate answer, we will take details and aim to respond within an agreed timeframe.
- If we need to transfer a client to another staff member we will provide their name and/ or contact details if they are unavailable to take the call.
- We aim to respond to voicemail messages within one working day or on our return to the office.
- We will give alternative contact details, where possible, if staff members are away from the office for more than a day.

8. Written Communications

- We aim to acknowledge all written communications - emails, and letters - within five working days, and provide a definitive reply or answer within ten working days. Where an "out of office" reply is received we will give alternative contact details for written communications.

9. Client Calls (In Person)

- We will be available to meet clients punctually and by appointment during our normal office hours.
- SSRP will receive phone calls from the main reception at MSL ETB regarding clients/ visitors to the office wishing to see a staff member and the relevant officer will proceed to meet the visitor. In the event of the officer not being available another member of staff will receive the visitor. SSRP will respond to all phone calls from reception regarding visitors between 9am and 1pm and 2pm and 5pm with the exception being occasions where staff meetings/ training is taking place and reception will be notified of this in advance.
- We will endeavour to be flexible in our arrangement for meeting clients outside of office hours.
- We will receive clients courteously, be helpful and fair in our dealings and interactions, and attempt to deal with clients enquiries as soon as possible.
- We will provide appropriate facilities for meetings and ensure that our offices are clean, accessible and safe for all our clients.
- We will continuously review access to our offices for all our clients in accordance with the National Disability Association guidelines.

10. Project Delivery Proposals/ Funding Requests

- All requests for delivery of projects or partnering projects need to be submitted to SSRP in a timely fashion in order to allow for the necessary development/ preparation work before the project initiation.
- SSRP will evaluate each project proposal to ascertain if there is a fit with the proposed project and SSRP's stated strategic objectives.
- All funding requests (outside of agreed designated schemes) will be treated on a case by case basis. For each request the club/ organisation will need to complete the relevant application form. The applications fall under 3 headings:
 - Club start up
 - Training and education
 - Programme initiatives/ club development

11. Processing Payments to Creditors

MSL ETB processes all salaries, invoices, and any other payments through its financial systems, and

makes all payments on behalf of SSRP.

- SSRP endeavours to pay all approved creditors within 30 days of receipt of an official invoice.
- All orders and invoices must be processed using the P2P creditors payment system. Orders and invoices must be coded and inputted on the P2P system appropriately and approved by the Co-ordinator before being sent to MSL ETB for payment.
- All payments are made by electronic funds transfer.

12. Processing Payments to Coaches/ Tutors

- All part time coaches and tutors must complete the relevant coach claim for their particular programme/ course which must be signed and submitted to the relevant SSRP CSDO/ Administrator with any necessary programme documentation.
- This must be completed before the cut off dates which will be provided to the coaches and tutors. Any coach claims received after the cut off date may result in payments being delayed and not processed until the next pay period.
- All payments are processed using the PTT (Part Time Teachers) payment system. Contracts have to be approved by the Co-ordinator and once all checks are completed the Co-ordinator will send all timesheets for payment.
- All payments are made by electronic funds transfer.

13. The Provision of Information

- We will ensure that all relevant information is accessible to all our clients.
- We will provide accurate information, using clear and simple language that is relevant to a query.

14. Working With/ For Our Clients

- To assist us in reaching our service standards, we encourage clients to ensure that all application/ booking forms are fully, accurately and legibly completed by the specified deadline (where applicable).
- If a client wishes to meet with a member of our staff, we advise that an appointment is made in advance.

15. Staff Out of Office

- If all SSRP staff are 'out of office' on project duty then all e-mail out of office messages will be updated to reflect this and the time and date of return to the office. MSL ETB Reception Staff will be notified in advance and be provided with return to office information.
- If an individual member of staff is out of office on project duty/ meetings it is recorded by the staff member on an office register which is completed at the beginning of each week, and updated throughout week if required by individual staff, and placed in a shared folder on the SharePoint computer system. In addition, when leaving the office staff members inform the Sports Administrator(s).

16. Our Website

- We will ensure that our website is kept up to date and contains information relevant to our client base.
- We welcome client views on the quality of our website which can be provided by contacting us using the contact details supplied in section 20.
- Our website address is www.sligosportandrecreation.ie

17. Complaints

- Sligo Sport and Recreation Partnership is committed to providing all its clients with a high-quality service. While we work hard to achieve this, we are aware that sometimes a client may feel that they did not receive as good a service as expected. As a result, SSRP have a Complaints Policy and Procedures. In accordance with the SSRP Complaints Policy, complaints can be received verbally, by phone, by e-mail or in writing. Verbal complaints may be made by phone to 071-9161511/ SSRP staff mobile phones or in person to any SSRP staff member at our office or at any of our events or activities.

Written complaints may be sent to the contact details in **Section 20** of this document or to SSRP staff e-mails.

18. Feedback

- We regard feedback as the key to understanding the needs and expectations of our clients.
- To ensure that constructive feedback is communicated to us one can express your opinions either by post/ via email to the address under contact details in **Section 20** of this document.

19. Equal Status Policy

- We are fully committed to providing a service that is accessible and relevant to all our clients.
- We are fully committed to providing a service that accommodates the specific needs and aspirations of particular client groups, and that seeks an equality of outcome.
- We will consult with our clients to ensure that their access needs are addressed.
- We will provide appropriate staff training to support the Equal Status Policy.

20. Contact Details

Further Information on our customer services may be obtained from:

- **Address:** Sligo Sport and Recreation Partnership, MSL ETB, Quay Street, Sligo
- **Telephone:** 071 9161511
- **Website:** www.sligosportandrecreation.ie
- **Email:** info@sligosportandrecreation.ie