

THE SABRE TRUST CUSTOMER CHARTER

1. INTRODUCTION

This is The Sabre Trust's Charter for our customers. It is based on the work carried out by the Trustees, Assessors and volunteers. We would welcome feedback from any member of the Sabre Trust community.

1.1 OUR VALUES

The Sabre Trust's values are HONESTY, INTEGRITY AND HELPFULNESS. These are the key qualities we strive to demonstrate in all we do.

1.2 OUR VISION AND MISSION

The Sabre Trust's mission is to help disabled persons to access a positive fencing experience and so enhance their quality of life.

2. THE PURPOSE OF THE CHARTER

We have recognised that in order to achieve our vision we must continually improve the way we communicate with our Customers. We are committed to meeting the needs of customers in a professional manner and this Customer Charter has been created to show that commitment.

The Customer Charter sets out:

- the standards that each customer can expect from us;
- details of our Comments and Complaints Procedure;
- information on how customers can contact us.

3. WHO ARE OUR CUSTOMERS?

The Sabre Trust is a registered charity, and our volunteer network is critical to our success in all we do. Our goals and vision set out above and below. We are clear that our Customers are:-

- disabled people who are currently engaged in fencing;
- disabled people who would like to fence.
- disabled people who like to be involved in fencing as a coach or official;
- We can identify other people and bodies with whom we must also have a Customer relationship, at least in part, or at times. These are:
 - British Fencing and British Disability Fencing;
 - Any sponsors we may have;
 - our celebrity supporters;
 - our suppliers.

The principles in this Charter apply to each and all of the above. Inevitably there may be differences of approach to and for the specific groups identified, but they are all of major importance to The Sabre Trust.

4. OUR CUSTOMER CONTACT STANDARDS

The Sabre Trust will:

- greet you, whether in person or on the telephone, in a polite and friendly manner
- provide you with advice and instructions that are easy to understand and in a variety of formats for specific types of customer

Customer Charter

- ensure that everyone is treated honestly, respectfully and equitably, taking full account of individual circumstances or special needs
- respect your privacy, dignity and confidentiality and, where necessary, providing appropriate interview facilities
- give you our full attention and remain professional at all times ensuring that any communication with you is open and honest - and as clearly worded as possible
- continually review all our methods of contact with customers, for example, telephone, email or via our website so that these services are easily accessible to all and where possible at all times.

4.1 Our Face-to-Face Standards - are as follows:-

- we will attend to you promptly when we are visiting your premises, or meeting you at training camps

4.2 Our Telephone Standards- we will aim to:

- answer calls within 30 seconds and clearly identify ourselves to you
- we will, whenever possible, direct you to the correct service provider if the service you are asking about is provided by another organisation
- get back to you as soon as possible if you ask for information or a service that requires some research.

We are a small team and if we are busy with another call you may get transferred to our answering machine.

4.3 Our Written Standards:

We will aim to read every email and communications received from our customers. Whilst we respond to most communications that relate to the work that we do within a few working days, this may not always be possible due to pressure on resources (eg staff availability).

For 'business and usual' questions and queries that relate to the work that we do we will aim to:

- Make an initial response to Grant Applications within 48 hours of receipt.
- Acknowledge all written correspondence requiring a response within 7 working days
- Provide a response, where required, within 10 working days. If this is not possible because, for example, the subject requires greater attention or prolonged investigation, we will contact you to explain the reason for the delay and wherever possible, give you a date when you can expect a further response from us.

For general enquiries, non-urgent questions and complaints relating to the work that we do we will aim to

- Acknowledge all written correspondence requiring a response within 10 working days
- Provide a response, where required, within 30 working days. If this is not possible because, for example, the subject requires greater attention or prolonged investigation, we will contact you to explain the reason for the delay and wherever possible, give you a date when you can expect a further response from us.
- Provide you with the contact details of the person dealing with, or who has dealt with, your enquiry or request.

4.4 Abusive, Persistent and/or Vexatious Complaints and Complainants

Customer Charter

We reserve the right not to respond to complaints and complainants that could be reasonably described as abusive, persistent and/or vexatious.

Should communications contain implicit or explicit abuse or threats to staff or the organisation, or are sent cc'd to legal representation, we reserve the right to seek legal advice before choosing if, when and how to respond.

Customers that repeatedly harass, threaten or make vexatious complaints against individuals representing the Sabre Trust or the organisation itself may be reported to the Police.

5. OUR COMMENTS AND COMPLAINTS PROCEDURE

The Sabre Trust will at all times aim to work to our watchwords above and to treat every kind of TST customer with respect, kindness and efficiency. We are committed to continuous improvement.

We recognise we can always do better.

We have a Customer Comments and Complaints Procedure that includes clear standards so that you know what to expect from us. There is also a review procedure so that if you are unhappy with the response you receive you can have it reviewed by the Chairman.

6. EQUALITY STATEMENT

The Sabre Trust will promote equal opportunities for all sections of the community. We will combat discrimination and disadvantage at all times and with determination and focus.

7. HOW TO CONTACT US

- On-line details are available on our website at <http://www.thesabretrust.co.uk>
- e-mail us at infothesabretrust@gmail.com
- phone us on 07980 057742