

DERBYSHIRE SPORT

Customer Relationship Policy

All of us who work for Derbyshire Sport are here to:

Deliver high quality service

Working together to improve the lives of the people in Derbyshire through sport and Active Recreation

As a Derbyshire Sport Team Member you should:

- be polite, helpful, open and honest in all your dealings with members of the public and partner organisations
- treat everyone fairly and equally
- be clean, tidy and dress appropriately for your job

If you are contacted by telephone you should:

- answer the call promptly within three rings
- give the caller your name and name of organisation
- try to deal with the enquiry within one working day
- transfer calls correctly identifying the name of the caller
- record a voicemail message if you are out of the office and transfer your calls
- voicemail messages must be current for everyday of the year
- work mobile phones should be left switched on during office hours except during meetings
- an up to date voicemail must be left on mobile phones
- mobile phones should not be answered whilst driving

If you are contacted by letter, fax or email you should:

- attempt to reply to letters faxes and emails within 2-3 working days
- display email signature on all correspondence and contact details
- email should be written in lower case – upper case can be perceived as shouting
- be happy to respond by telephone, fax, letter or email
- be clear and use plain language
- display out of office message in outlook stating the date of your return
- if working from home you should be able to access e-mails from home or be contactable on your work mobile

If you arrange a meeting you should:

- welcome the visitor(s) on arrival
- be prompt and keep any delays down to a maximum of 10 minutes
- provide refreshments

All Complaints must be dealt with in line with Derbyshire Sports Complaints Procedure.