

Dear Customer,

Our commitment to you as a customer is that we want to ensure that you are treated promptly, fairly, equally and with courtesy. We believe that you have the right to expect good quality accessible services and advice and we will do our best to ensure that this is delivered.

Our Customer Charter has been produced to make you aware of the service standards that you can expect from all colleagues at the British Equestrian Federation.

Yours sincerely,

Andrew Finding  
Chief Executive  
info@bef.co.uk

## CUSTOMER SERVICE STANDARDS

*British Equestrian Federation ("BEF") is focused on continually improving our service to individuals and partner organisations. Below are the service standards which you can expect from colleagues in the British Equestrian Federation team. If you have any issues with these or have further comments to make then please complete the feedback form.*

### We aim to:

- Ensure all enquiries and issues are dealt with promptly, efficiently and treated fairly, courteously and with respect and equality.
- Publicise and regularly review our Customer Charter as part of our ongoing improvement plan.
- Monitor your views and opinions of our services by way of an annual customer satisfaction survey.
- Ensure our staff have the appropriate skills, knowledge and training to perform their jobs effectively and efficiently
- Provide an effective formal complaint procedure should you be dissatisfied or your issue remains unresolved after your initial feedback form has been received.

### Our current key standards

- Be professional, prompt and courteous in all our engagements.
- Treat all of our customers in a consistent and fair manner.
- Unless on leave, all British Equestrian Federation staff will be contactable during normal office hours. An alternative contact will be offered in case an urgent response is required.
- Switchboard number 02476 698871 to be answered within 5 rings otherwise a message can be left and we will get back to you.
- We will acknowledge all general and email enquiries within five working days of receipt and endeavour to provide a response within 10 working days, unless out of office message is displayed.
- Respond to Data Protection enquiries within the published time limits.
- Take any concerns about the quality of our service seriously

### Compliments and Complaints:

If we at the BEF office do something well please tell us about it, but if you have an issue or suggestion for improvement please email us direct on [info@bef.co.uk](mailto:info@bef.co.uk) or use our feedback form on the attached link [www.bef.co.uk](http://www.bef.co.uk)

Should you feel your issue remains unresolved please contact the Head of Governance and Legal via the switchboard on 02476 698871 in the first instance.

### How to contact the British Equestrian Federation Office

Our office is open from Monday – Friday 9.00am – 5.00pm

British Equestrian Federation Stoneleigh Park Kenilworth Warwickshire CV8 2RH	Switchboard Number: 02476 698871 Fax Number: 02476 696484 Email: <a href="mailto:info@bef.co.uk">info@bef.co.uk</a>	Web site: <a href="http://www.bef.co.uk">www.bef.co.uk</a>
---	---	--