



# CSSC Promise 2023

CSSC Sports & Leisure (CSSC) promotes fulfilling lifestyles by providing sport and leisure opportunities to over 130,000 members.

As a membership organisation we are committed to providing a quality service to our members and this CSSC Promise outlines the standards of service which members can expect to receive from us. Our Promise specifically relates to how we interact with members, and our conduct during those interactions.



## Member Service Commitments

Anyone who contacts us can expect to be dealt with in a helpful, courteous, polite, and efficient manner. We will:

- Identify ourselves when responding to your query.
- Manage your query as comprehensively as possible.
- Arrange a call back at a time convenient for you if we cannot deal with your query immediately.
- Give you the contact details of any relevant organisation that may be better placed to deal with your query.
- Respond promptly (within two working days) to any contact received.

## Response times

### By Phone

We aim to answer all calls within 45 seconds.

Our dedicated telephone helpline is 01494 888444 and will be answered during opening hours.

Our helpline is open Monday-Thursday 9.00am-5.00pm and Friday 9.00am-4.30pm. If, for any reason our helpline is closed or unavailable at the time, a message will be given.

If you contact a member of staff via their direct telephone number and they are unavailable, an alternative contact will be able to pick up or if the office is closed you can leave a voicemail.

If a voicemail is left, the member of staff will get back to you within two working days, unless an out of office message is given and an alternative contact is provided.



### Our telephone aim:

We will aim to answer at least 90% of calls within 45 seconds.

### **By Email**

We aim to acknowledge receipt of all emails and reply within two working days. You will be notified if your email has been forwarded to another department or third-party contact.

If a member of staff is out of the office, they will have an out of office message set which will notify you when they return and provide an alternative contact.

### **By Post**

We aim to acknowledge receipt and reply to any written correspondence within three working days of receipt (please ensure that the address and name is provided).

### **Social Media**

We aim to reply to any queries received through our Facebook, Twitter, or LinkedIn accounts as soon as possible and within two working days.

### **Complex Issues**

Any complex issues requiring investigation, research or resources are likely to take longer than our standard two working days. You will be notified if this is the case with an agreed timescale.

## **Standards to expect when contacting CSSC Sports and Leisure**

We will:

- Respect the confidentiality of any personal information you provide to us and will only use it in accordance with the law. Manage your query as comprehensively as possible.
- Treat all people equally and aim to provide a service that is available and understandable to all, so far as is reasonably practicable.
- Make our website easily accessible and provide information using clear and simple terms.
- Treat our members in the way we would like to be treated ourselves.

## **How can you help when contacting CSSC Sports and Leisure?**

You can:

- Have your CSSC membership number to hand when contacting us about your membership.
- Provide accurate and relevant information where possible.
- Provide your full contact details if you require a response.
- Complete all online contact forms and provide any requested security information.
- Treat our staff in the way you would like to be treated yourself.

Please note that staff of CSSC are not obliged to deal with people who are offensive or abusive towards them. In the rare event that a person demonstrates this behaviour, our staff have been instructed to end the phone call or not to respond to the correspondence and it will be escalated to their line manager.

## **If you are not happy with the service**

If you are not happy with the service you have received, you can complete the online complaint form [here](#). Please note that all complaints made online will be acknowledged within two working days. It will be escalated internally, and the appropriate manager will contact you within two working days. If the manager is on leave, you will be directed to an appropriate member of staff.