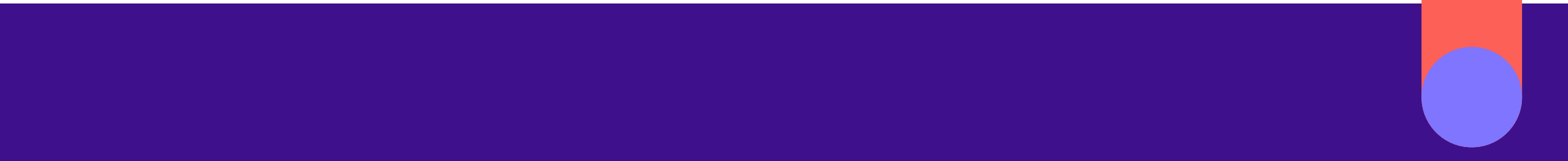




# **CSSC Services Contacts and our Service Level Agreements**



All member and volunteer queries are directed to CSSC via telephone calls, webforms and/or shared inboxes. CSSC has a main telephone switchboard (01494 888444) that is open during our advertised office hours:

**Monday – Thursday: 9am – 5pm**

**Friday: 9am – 4.30pm**

It has various options to choose:

**Option 1: Member Services**

**Option 2: Events**

**Option 3: Product**

**Option 4: Volunteering**

You can find a list of our Head Office contacts [here](#).

The table below shows the CSSC service(s), the main contact inbox or webform, the agreed service level and the escalation contact, if required. If someone is out of office, an out of office reply will direct the member to the appropriate shared inbox. Please note:

If the request comes in after CSSC office hours (Monday – Thursday: 9am – 5pm and Friday: 9am – 4.30pm), the Service Level Agreement (SLA) begins the following business day.

### **Social Media**

On Facebook, CSSC Webteam is no longer used. For any queries when you are logged into Facebook please tag @CSSCOfficial and we will respond to your query or if your query is in regards to the website or website offer please email [headoffice@cssc.co.uk](mailto:headoffice@cssc.co.uk). We will aim to respond within two working days.

### **Dealing with Complaints**

If you are unhappy with the service provided, your initial point of contact is the line manager in the relevant business area (escalate contact below), they will confirm the appropriate course of action for the complaint and will contact you within two working days. If the manager is on leave, you will be directed to an appropriate member of staff.

Alternatively, you can complete the online complaint form [here](#). Please note that all complaints made online will be acknowledged within two working days.

Any complex issues/complaints 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.



#### **Our telephone aim:**

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

CSSC Service(s)	Main Contact Details (inbox or webform where applicable)	SLA (response time)	Escalation Contact (for complaints only)
Member Services includes: eCom- merce, Product and Website and general queries	<a href="mailto:headoffice@cssc.co.uk">headoffice@cssc.co.uk</a>  OR Webform:  <a href="https://www.cssc.co.uk/contact-us">https://www.cssc.co.uk/con- tact-us</a>	Instant response message. 2 working days to answer query.	Natalie Goddard: <a href="mailto:Natalie.goddard@cssc.co.uk">Natalie.goddard@cssc.co.uk</a>
CSSC Savings queries	<a href="mailto:csscsavings@peoplevalue.co.uk">csscsavings@peoplevalue. co.uk</a>	2 working days to answer query.	Natalie Goddard: <a href="mailto:Natalie.goddard@cssc.co.uk">Natalie.goddard@cssc.co.uk</a>
Sport events queries <ul style="list-style-type: none"> <li>• Includes SLO support</li> <li>• National, Regional Sport and SRBs support</li> </ul>	<a href="mailto:events@cssc.co.uk">events@cssc.co.uk</a>	Instant response message. 2 working days to answer query.	Matthew Taylor <a href="mailto:Matthew.taylor@cssc.co.uk">Matthew.taylor@cssc.co.uk</a>
Area events queries	<a href="mailto:events@cssc.co.uk">events@cssc.co.uk</a>	Instant response message. 2 working days to answer query.	Jennifer Yarrow <a href="mailto:Jennifer.yarrow@cssc.co.uk">Jennifer.yarrow@cssc.co.uk</a>
Approving a Nutickets Area event	<a href="mailto:events@cssc.co.uk">events@cssc.co.uk</a> Appears on Nuticket system admin page.	Instant response message. Up to 5 working days.	Andy Burdett <a href="mailto:Andy.burdett@cssc.co.uk">Andy.burdett@cssc.co.uk</a>
Volunteer support queries <ul style="list-style-type: none"> <li>• Answer Head Office volunteer support calls</li> <li>• Action emails to the Volunteer Mailbox</li> <li>• Action volunteer Data requests</li> <li>• Updates to nutickets event pages</li> <li>• Provide direct admin support to VTL's</li> </ul>	<a href="mailto:volunteer@cssc.co.uk">volunteer@cssc.co.uk</a>	Instant response message. 2 working days to answer query.	Andy Burdett <a href="mailto:Andy.burdett@cssc.co.uk">Andy.burdett@cssc.co.uk</a>

<ul style="list-style-type: none"> <li>• Provide Nutickets training</li> <li>• Respond to Nutickets enquires</li> </ul>			
Finance queries: Accounts Payable (invoice queries) Finance Support (general queries) Regions Payable (regional payment queries)	<a href="mailto:Accounts.payable@cssc.co.uk">Accounts.payable@cssc.co.uk</a> <a href="mailto:Financesupport@cssc.co.uk">Financesupport@cssc.co.uk</a> <a href="mailto:Regions.payable@cssc.co.uk">Regions.payable@cssc.co.uk</a>	Instant response message. 2 working days to answer query.	Latha Ravindranandan <a href="mailto:latha.ravindranandan@cssc.co.uk">latha.ravindranandan@cssc.co.uk</a>
Paying volunteer expenses	Volunteer expenses to be submitted via web form <a href="https://app.smartsheet.com/b/form/f15cfb9165de480c-a25050d690060534">https://app.smartsheet.com/b/form/f15cfb9165de480c-a25050d690060534</a>	Instant response message. Once authorised, they will be paid in 10 working days.	Andy Burdett: <a href="mailto:Andy.burdett@cssc.co.uk">Andy.burdett@cssc.co.uk</a> OR Latha Ravindranandan: <a href="mailto:latha.ravindranandan@cssc.co.uk">latha.ravindranandan@cssc.co.uk</a>
Adding a page to the website (volunteer requests) <ul style="list-style-type: none"> <li>• Maintain the Volunteer web pages</li> <li>• Including updating web pages</li> </ul>	<a href="https://www.cssc.co.uk/volunteer-knowledge-base/marketing">Volunteer Knowledge Base   Marketing (cssc.co.uk)</a>	Instant response message. Up to 5 working days.	Natalie Goddard: <a href="mailto:Natalie.goddard@cssc.co.uk">Natalie.goddard@cssc.co.uk</a>
Subsidy Schemes	<a href="mailto:active@cssc.co.uk">active@cssc.co.uk</a>	Instant response message. Once authorised, they will be paid in 10 working days.	Ellie Denton-Rice: <a href="mailto:Eleanor.rice@cssc.co.uk">Eleanor.rice@cssc.co.uk</a>
Paying National Travel Policy claims	<a href="https://app.smartsheet.com/b/form/8a2e03d2e4034446829a740dfcea660b">https://app.smartsheet.com/b/form/8a2e03d2e4034446829a740dfcea660b</a>	Instant response message. Once authorised, they will be paid in 10 working days.	Matthew Taylor <a href="mailto:Matthew.taylor@cssc.co.uk">Matthew.taylor@cssc.co.uk</a>
Affiliate comms: Mailshots Newsletters	<a href="mailto:affiliatecomms@cssc.co.uk">affiliatecomms@cssc.co.uk</a> OR webform: <a href="https://www.cssc.co.uk/volunteer-knowledge-base/marketing">Volunteer Knowledge Base   Marketing (cssc.co.uk)</a>	Instant response message. Up to 5 working days.	Stuart Slavicky <a href="mailto:Stuart.slavicky@cssc.co.uk">Stuart.slavicky@cssc.co.uk</a>

Data Breaches	<a href="mailto:databreach@cssc.co.uk">databreach@cssc.co.uk</a>	Instant response message.	Sharon Carr <a href="mailto:Sharon.carr@cssc.co.uk">Sharon.carr@cssc.co.uk</a>
Volunteer email address: Other queries	<a href="mailto:itrequests@cssc.co.uk">itrequests@cssc.co.uk</a>	Instant response message. 2 working days to answer the query. Please note: Depending on issue severity this may take up to 2 weeks to resolve.	Dave Nath <a href="mailto:Dave.nath@cssc.co.uk">Dave.nath@cssc.co.uk</a>
Volunteer email address: Password resets	<a href="mailto:volunteer@cssc.co.uk">volunteer@cssc.co.uk</a>	Instant response message. 2 working days to answer query.	Andy Burdett: <a href="mailto:Andy.burdett@cssc.co.uk">Andy.burdett@cssc.co.uk</a>