



CUSTOMER SERVICE CHARTER

UPDATED	March 2021
ENDORSED BY HV BOARD ON	13 May 2021
NEXT REVIEW	March 2023



Hockey Victoria's (HV) mission is to represent, promote and foster the interests of all Hockey participants in Victoria, so that we achieve long-term sustainability, growth and success. We will achieve this mission through the creation and management of safe, inclusive and welcoming programs, competitions and environments that enable all Victorians to participate in Hockey for life.

Who are Hockey Victoria's Customers?

HV's customers include clubs, associations, players, coaches, umpires, officials, volunteers, sponsors, program partners, schools, families, spectators and staff.

This Charter outlines:

1. Our principles
2. How we can help you
3. Our service standards
4. How you can help us
5. How to submit feedback
6. Review
7. Organisational Chart

What this Customer Service Charter does not cover:

This Customer Service Charter does **not** cover areas which have their own appeals or complaints processes as outlined in the HV Rules or Constitution, including match disputes, grievance and disciplinary outcomes or matters addressed by the Member Protection Policy.



1. Our Principles:

1. Adaptable - proactive, agile and flexible- ready to adjust
2. Innovative - introducing new ideas and new ways of thinking
3. Collaborative - working together with mutual respect and trust to find solutions and deliver agreed outcomes
4. Respectful - building respectful relationships, and being fair and equitable when making decisions, providing opportunities and resources

2. How we can help you:

HV staff will:

- a) Be courteous, professional and will greet customers in a friendly manner, and identify themselves with their first name.
- b) Endeavour to answer your calls (or respond to your emails) promptly and if we cannot assist, you will be transferred to the appropriate HV staff member.
- c) Make sure that you are able to reach the correct person who has the knowledge to answer your questions.
- d) Explain decisions, where appropriate, in a clear concise manner.

3. Our service standards:

HV staff will:

- a) Provide the contact name, position, organisation and personal business hours, if relevant, in all email correspondence.
- b) Maintain office contact hours between 9am and 5pm on working days. As a sporting organisation, it is unlikely that every staff member will be in the office at all times on working days. HV staff members will, if they are unable to find someone else to assist, pass on a message to the appropriate person for attention.
- c) Acknowledge, where appropriate, all legitimate emails and telephone messages received by HV.
- d) Best endeavours will be made to acknowledge all emails sent to any HV staff member within **two (2) working days**. However, please note that this period may be longer during the busy parts of the year.

4. How you can help us:

To assist HV staff in providing customer service quality of a high professional standard, it is essential that you assist us in the following:

- a) Check [Hock-e-comms](#), HV Website/social media or your email inbox for relevant information prior to contacting HV.
- b) At all times treat HV staff with courtesy and respect.
- c) Provide accurate and complete information when contacting the organisation.
- d) Ensure that documentation, information and payments are provided to HV within specified time frames.
- e) Notify HV as soon as possible of any problems or potential problems.
- f) Update personal information on revolutioniseSPORT Database to ensure that you are contactable.
- g) If you have not received a response to your email or telephone message within five (5) working days, please contact the appropriate person again.
- h) Ensure that personal and/or club details are current with HV (e.g. change of personal address or new Secretary for the club).



5. How to submit feedback:

HV aim to continuously improve the customer service delivered to you. In line with this, feedback (both positive and negative) can assist HV in identifying the areas of customer service that we excel in and the areas that need improvement.

If you wish to provide feedback or you have a suggestion or complaint, please contact the HV staff member that you have been dealing with. On the occasion where this issue is not resolved, contact the employee's manager. Submit a contact form via <https://www.hockeyvictoria.org.au/contact/>.

If you have any other feedback, a suggestion or a complaint, please provide this via the Hockey Victoria Feedback Submission Form located at <https://www.hockeyvictoria.org.au/contact/> . If you receive no response with five (5) working days, please contact the HV Membership Services & Administration Manager, by telephone on 03 9448 2100 or e-mail admin@hockeyvictoria.org.au providing as much information as possible. Alternatively you can mail feedback, suggestions or complaints to:

Membership Services & Administration Manager
Hockey Victoria
PO Box 32
Parkville, VIC 3052

6. Review

The Hockey Victoria Customer Service Charter will be reviewed and updated on a biennial basis.

7. HV Organisational Chart

To assist you with addressing your communication to the relevant HV staff member, please refer to the HV Organisational Chart available on our website under "About".