



Customer Charter

Definitions

For definitions of words and meanings refer to Disability Shooting Great Britain STANDARD DEFINITIONS.

Disability Shooting Great Britain is committed to continuous improvement and we recognise that we can always do better.

Within our Governance, we have specific policy requirements for all our officers, members and athletes to adhere to together with a fully compliant grievance and complaints procedure that includes clear standards so that you know what to expect from us.

We have extensive review procedures so that if you are unhappy with the response you receive you can have your concern reviewed by the Chief Executive and/or the Chair of the Company by using the procedure.

Forms are contained in the Company's Governance Manual; a copy is available at our Stoke Mandeville headquarters and is available on request. Alternatively, Forms may be obtained from the Child Protection Officer via the CEO contact link on our website DTSGB.gov.uk.

You may also email the CEO on any subject connected with the Company by using the contact link on our website DTSGB.gov.uk.

Who are our customers?

Our customers are all those who make use of the Company's buildings or services that are designed to assist and promote the sport of precision target and shotgun shooting for all those with physical disabilities whether or not they are capable of obtaining International Classification. Our customers include our officers, members of DTSGB Club and anyone else who is interested in the sport for themselves or for a relative or a friend.

In order to deliver on our commitment to improve our service to our customers we understand that we must continually improve the way in which we communicate our aims and policies. To do this we have a web site dtsgb.gov.uk on which we will post details of events, changes in policy, changes services, changes in principle officers and any other information that may be of interest.

We are committed to meet the needs of our customers in a professional manner and this Customer Charter has been created to demonstrate that commitment.

Our customer Contact Standards

We promise that we will do our best:

- To welcome and help all to enjoy the use of our facilities
- Provide trained staff, coaches and instructors who will help an assist our customers at all times.
- Provide facilities that are clean and well maintained.

- Listen carefully to our customers comments on decisions we take that affect their enjoyment of these facilities.
- Charge prices that are good value for money.
- Respond as quickly as possible to written, telephone or email comments or requests.
- Post appropriate feedback comments on our web site.
- Answer all telephone calls, texts and emails in a polite and courteous manner.
- Notify customers if equipment or facilities are not available or out of order prior to use and where possible make alternative arrangements.
- Maintain a balanced programme of activities and services that cater of all our users.
- To provide the above we have developed a number of policies and procedures that clearly outline the standards of duty, care and behaviour expected from all our officers, members and athletes. These are all contained in the Company's Governance Manual.

If any customer has difficulty in locating or gaining access to the Company's Governance manual, please contact the CEO as soon as possible.