

# Complaints and Customer Service Charter of British Wheelchair Basketball

BWB Document Control	
Document Name	Complaints and Customer Service Charter
Version	2.0
Date Updated	February 2024

Follow us on:

[f@britishwheelchairbasketball](#)

[t@@britwheelball](#)

[www.britishwheelchairbasketball.co.uk](http://www.britishwheelchairbasketball.co.uk)



## **Introduction**

British Wheelchair Basketball (BWB) is the National Governing Body of Wheelchair Basketball in the United Kingdom and a registered charity.

## **Who are our customers?**

As a charity, our primary group of customers is stated in our constitution. However, in the broader context, our customers include everyone willing to be involved in wheelchair basketball including members, players, club and regional staff, coaches, officials and volunteers.

## **Mission**

Transforming people's lives through wheelchair basketball.

BWB is committed to creating, underpinning and delivering quality opportunities for members at all levels across the United Kingdom. For our customers we aim to:

- Ensure a safe and welcoming environment.
- Offer a wide range of activities
- Conduct regular surveys to listen to your views and suggestions
- Safeguard your personal information you provide and comply with the General Data Protection Regulation
- Maintain up-to-date policies in Child Protection, Adults at Risk of harm, Anti-doping and other relevant legal policies as they arise.
- Maintain the rules of play for wheelchair basketball in line with the International Federation in the best interest of the membership.

We promise:

- To carefully consider all comments, complaints and suggestions received
- To reply to all written communications within fourteen working days
- To maintain an office and points of contact
- To notify customers of any changes to the working hours of the office in advance
- To maintain a website to provide up to date information
- To support the development of clubs
- To ensure that all BWB equipment is in good working order
- To ensure that our membership prices are set to ensure value for money
- To display changes to regulations promptly and in an accessible format.
- To provide fully trained staff to give expert advice

Follow us on:

f @britishwheelchairbasketball

t @britwheelbball

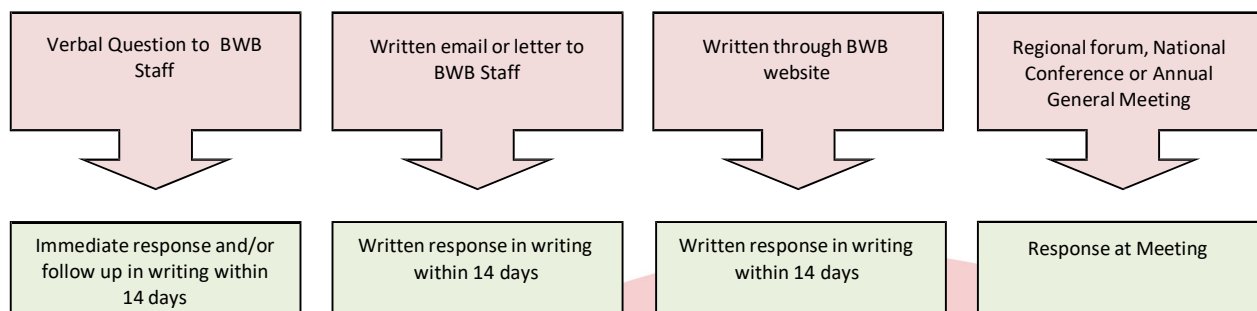
www.britishwheelchairbasketball.co.uk



## Feedback process

Whether satisfied or not with any aspect of the service you've received, or if you want to ask a question or air your views about BWB operations Wheelchair Basketball developments, we encourage you to provide feedback.

## Feedback Channels



If there is a failure to respond within the given timeframe, individuals are encouraged to write to the member of to remind them of your enquiry. If no reply is received, contact the Chief Executive. If the request was made to the Chief Executive, contact the Chair.

Please remember that staff and Board Members may take leave or be out of the country at competitions which may delay responses BWB will always endeavour to respond courteously and promptly.

BWB reserves the right to not respond to abuse or repetitive questioning if it is considered to not be in the interest of the sport. An example would be repetitive questioning on matters already dealt with.

The Disciplinary Policy is in place and should be used for matters relating to the sport.

Follow us on:

f @britishwheelchairbasketball

t @britwheelball

www.britishwheelchairbasketball.co.uk