



OUR

MEMBER

PLEDGE

VOLLEYBALL ENGLAND



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In line with our strategy '[The Game Plan](#)' released in September 2020, we make a commitment to put you at the heart of every decision, be transparent and make a conscious effort to continually improve.

Everything we do will reflect our values, ensuring Volleyball England is open, inclusive and respectful. We will make every effort as an organisation to be connected and innovative.

Our Member Pledge presents the service you can expect as a member of Volleyball England. We are devoted to treating all members equally in any service we provide, offering our help and support to people from all backgrounds.



OUR SHARED VALUES



We aim to provide:

- Efficient, prompt and accurate responses to all enquiries
- Consistent, clear and effective communication across the organisation
- A polite and professional service, with an effort to build positive relationships
- Respect and dignity
- Honesty and transparency if we get things wrong, and an explanation of how we intend to rectify it

What we request in return:

- You respect our staff. We will not tolerate any bullying, harassment or threatening behaviour
- You are patient and work with us whilst we find a solution
- You provide us with the information needed to resolve your query
- You ask us to explain anything you are unsure about

Our Employees

We employ a flexible working policy to encourage a healthy work-life balance for our staff and will make every effort to reply to your query at our earliest possible convenience. Alongside our Hub staff, we have a team of volunteers who kindly give up their time to help. We ask that you treat them in the same way as all our other members of staff.

RESPONDING TO GENERAL EMAIL ENQUIRIES

If you email us, we will:

- Aim to respond to your query within 3 working days
- Aim to answer more complex queries in 5 working days or provide a timescale if necessary

To help us manage our enquiries, we have specific inboxes for different types of queries. Our general enquiries email is info@volleyballengland.org.

coaching@volleyballengland.org

- Coaching course queries
- Coach qualification queries

finance@volleyballengland.org

- Invoices
- Expense claims
- Statements of account
- Purchase orders
- Remittances
- Sales receipts

safeguarding@volleyballengland.org

- Concerns involving young people
- Safeguarding advice & guidance

competitions@volleyballengland.org

- Entries
- Player registrations
- International transfers
- Rule and regulation clarification

membership@volleyballengland.org

- Insurance support
- Club development support
- DBS checks and support
- Membership support

talent@volleyballengland.org

- Anti-doping
- Talent pathways/ national squads

communications@volleyballengland.org

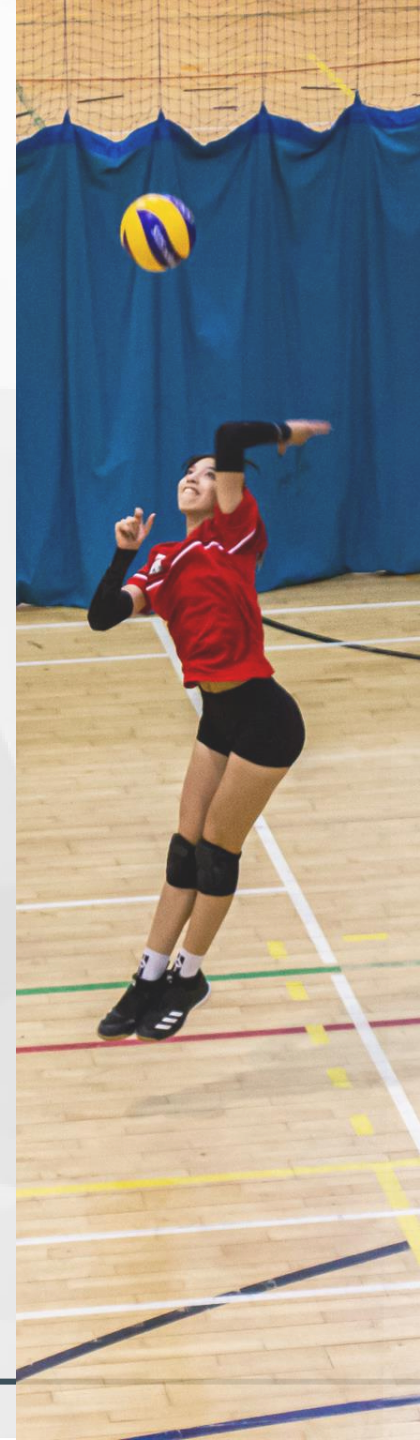
- Website and social media
- Press and media relations
- Images, videos and stories
- Newsletter

volleyzone@volleyballengland.org

- All VolleyZone related queries

refereeing@volleyballengland.org

- Referee course queries
- Official qualification queries



RESPONDING TO PHONE ENQUIRIES



If you phone us, we will:

- Endeavor to resolve your query at the first point of contact
- If this is not possible, we will try to put you through to the appropriate member of our team to assist you
- If they are unable to take your call at the time, we will take your contact details and nature of your enquiry and pass this information to them. They will then aim to get back to you within 3 days of your telephone call (please note, in certain circumstances this may take longer)

Our main office number is **01509 974 700** and our core office hours are 09.30 to 16.30 Monday to Friday. During these times we aim to answer all calls we receive.

EMERGENCY SAFEGUARDING GUIDANCE



For emergency safeguarding queries, we would advise you to follow the guidance in our [Safeguarding Policy](#) or contact [NSPCC](#) on 0808 800 5000 if appropriate.

All other queries will be dealt with during working hours.



MEDIA COMMUNICATION



Our website & social media channels will:

- Provide information that is relevant and up to date
- Provide information on how to contact us
- Provide regular news articles and updates
- Be accessible and simple to use
- Not tolerate any bullying, harassment or threatening behaviour towards any individual



OPPORTUNITIES FOR GROWTH

We are passionate about continuously developing to enhance the service we offer. We will provide opportunities for you to give us feedback, listen to these comments, and then take action to improve.

To achieve this, we will:

- Undertake annual surveys to better understand individual member and club satisfaction with Volleyball England's products, services and member experiences
- Provide ongoing opportunities for you to [give us feedback on your experiences](#) with our products and services
- Follow-up any feedback that we believe does not meet our expected standards



OPPORTUNITIES FOR GROWTH

We are committed to providing the best customer service for all our members, aiming to find a solution for everyone where possible. Hence, we are deeply sorry if you feel the service, you have received is unsatisfactory.

If you feel we have underperformed and would like to make a formal complaint, please see our [complaints procedure](#).



complaints@volleyballengland.org

The Volleyball England GDPR Policy can also be found [here](#).





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