

## Customer Charter



### **About British Water Ski & Wakeboard**

British Water Ski & Wakeboard is the National Governing Body for water skiing in Great Britain and is recognised as such by Sport England and UK Sport and is in receipt of Exchequer Funding from them.

BWSW is the only recognised voice speaking for water skiing in the UK. We are a non-profit making organisation with all of our income invested in developing and protecting water skiing throughout Britain from the grassroots level through to our top athletes. BWSW is responsible for the development of the sport; co-ordination of national and international competition; selection of National teams; training and registration of coaches and officials; and increasing the opportunities for participation in water skiing for all residents of this country, including the disabled.

We also actively encourage newcomers to the sport, promotes good practice and safety and works to enhance and improve standards of coaching and driving. We also have highly active competition programmes in all divisions of the sport.

### **Customer Charter**

BWSW is committed to providing excellent service to all its customers whether members or non members of the organisation. This Charter sets out the BWSW policies in this respect.

### **Mission Statement**

BWSW is committed to managing, developing and promoting the sport of water skiing in all its forms for the whole water skiing community in the UK. Our aim is to provide the best water skiing experience for anyone to enjoy, to expand participation, foster talent, and to strive towards international achievement. It is also our aim to provide excellent, high quality customer services to our customers whether members or non members.

### **Object**

The objects of BWSW are set out in detail in the Constitution – key points are summarised below:

(a) to foster, govern, develop, organise and manage the sport, in respect of all age groups, at all levels and for both sexes, in all forms of the sport.

(b) to develop and manage all aspects of the sport at an international level.

(c) to make, adopt, vary and publish Bye Laws, regulations and conditions for the management and/or government of the sport and its competitions and matters relating thereto, and to take all such steps as shall be deemed necessary or advisable for enforcing such Bye Laws, regulations and conditions.

(d) to organise and administer competitions for the sport by Clubs and those others invited to participate in such competitions.

(e) to promote, provide for, regulate and manage all or any details or arrangements or other things as may be considered necessary or desirable for, or ancillary to, the comfort, conduct, convenience or benefit of members and of the public engaging in the sport or of any other persons concerned or engaged in or associated with BWSW.

(f) to assist and co-operate with any organisation having similar objectives.

(h) to discipline players, Clubs and Members for breaches of the Bye Laws or the Laws of the sport and to adjudicate in respect of disputes within the sport.

(i) to do all such other acts or things, to enter into contracts and undertakings with others and to take such other steps as may in the opinion of BWSW or its Board be conducive to the attainment or furtherance of the other objects of the organisation.

(j) to commit to the principles of equal opportunities and to ensure that the culture, philosophy and processes within BWSW and the sport are free from bias and discrimination.

## **Customer Service**

### **Aims**

To provide a high level of customer service by BWSW which is professional, available at reasonable hours and approachable for both members and recreational users of the sport and other members of the general public who need help, advice and information on any aspect of the sport's activities or other services.

To work with member clubs and other affiliates and associates to ensure that a high level of customer service is provided by BWSW to those members and by those members to the public.

To use the latest technologies whether by email or website to ensure that all information relating to the governance, rules, administration and operation of the sport are readily available in an easy to find and accessible format.

### **Contact with British Water Ski & Wakeboard**

By Post – British Water Ski Unit 3 The Forum Hanworth Lane Chertsey KT16 9JX

By Phone – 01932 560007

By Email – [info@bwsf.co.uk](mailto:info@bwsf.co.uk)

By Website - [www.britishwaterski.org.uk](http://www.britishwaterski.org.uk)

**General Communications** - we will try to respond to any letter, fax or e-mail correspondence within 48 hours of receipt minimum and within 7 working days of receipt during peak times of the season. If it is not possible to provide a full response to a request within that time, an acknowledgement will be sent and a detailed reply will follow within 28 working days of the original communication.

**Complaints** - we will attempt to resolve all justifiable complaints within 20 working days. On receipt an initial response acknowledging receipt must be given within 48 hours. The written acknowledgement must identify the issues to be investigated. Once the complaint has been received BWSW has 20 working days to respond in writing to the complainant. If, however, this cannot be done, we promise to keep the complainant updated on the progress of the complaint. The Chief Executive Officer will appoint a person (staff member or committee member) to investigate the complaint. The investigation findings and resulting actions will be communicated to the complainant in writing. In the event of a complainant wishing further investigation the Chief Executive Officer would direct it to the BWSW Board.

## **Staff Conduct**

BWSW staff will conduct themselves in a courteous, efficient and responsive manner in all dealings with our customers. We are committed to treating all persons equally and are committed to offering our members a high quality service and speedy response to requests. When you contact our HQ we expect that:

- a) Your call will be answered by a staff member
- b) You will be greeted in a welcoming way
- c) The staff member will be knowledgeable when dealing with your request
- d) Your request will be dealt with efficiently
- e) If you request an item to be sent in the post or by email then this will be carried out on the day of your request
- f) If you do have to leave a message e.g. if a staff member is on a lunch break then you will be contacted on the day of your request.
- g) If we cannot deal with your request immediately we will try to resolve your request within 5 working days and keep you updated on the progress of your request.

## **Feedback**

British Water Ski & Wakeboard is happy to receive feedback and suggestions on any way to improve the service to its members.

A handwritten signature in blue ink that reads "Patrick Donovan". The signature is written in a cursive style with a horizontal line underneath the name.

Patrick Donovan  
**Chief Executive Officer**  
July 2010

## **Document History**

Adopted by the BWSW Management Committee 5<sup>th</sup> June 2008  
Updated (minor revisions) July 2010 - CEO