



Club Members Charter

Our Commitment to You

We value your comments, suggestions and complaints; as we can learn from them and use them to improve and shape the future of powerchair football at Ayrshire Tigers PFC.

1 Delivering the Service

It is our intention that you as the Club Member (Player or Volunteer) receive a quality service from the Club and that every time you utilise our services, you have a positive experience.

We have devised this Charter as a public statement of our minimum standards, which we will regularly review and aim to exceed.

Ayrshire Tigers PFC promises.....

- To do what we say we will do.
- To treat everyone in a fair and respectful manner in line with our equal opportunities and anti-discrimination policy.
- To make available the contact details of all coaching staff, and club officials.
- Written correspondence will be acknowledged within 5 working days of receipt.
- E-mail correspondence will be acknowledged to within 3 working days.
- All agendas, supporting documentation and minutes of our meetings to be issued at least seven days prior to the next meeting.
- All minutes to be issued to all Club Members within ten working days following our meetings.

2 Consultation, comments and complaints

We are committed to actively seeking the opinions of our members and those who are interested in the service we provide. We do this in a number of ways:

- Annually, we measure and review our services and publish this information.
- We will hold regular committee meetings and ask players for their input and feedback.
- We positively encourage members to speak immediately to us about issues with which they are dissatisfied so that positive action can be taken promptly.
- Members asked to email the Club to comment on any aspect of our service or fill out feedback form which is available on our website.
- We will ask members to give us feedback on any courses, activity sessions or competitions that we organise.

3 Comments and Complaints

Our members are encouraged to comment verbally or in writing via email or feedback form.

If you are dissatisfied with our response to your comment or complaint you can appeal to the Board of Trustees.



Listed below are our minimum standards, which we will regularly review and aim to surpass.

Ayrshire Tigers PFC promises to...

- Provide feedback forms on the club website to allow members to record their compliments, complaints or suggestions
- Deal with all comments in a discrete way respecting the wishes of the members.
- Complete a form on a members behalf if they would rather give their feedback verbally.
- Review and action all comment forms, regardless of whether or not a member has requested a response from the Club.
- Contact a member by their preferred method within 5 working days of receiving the form if a member has requested a response.
- Contact a member again within a further 15 working days if either the Club needs more time to investigate the feedback or require more information in order to resolve an issue.
- Communicate feedback to the club committee/charity trustees and all members of the club so that the Club remains in touch with the concerns of all customers at all levels.
- Use feedback from this system to influence changes in policy and to improve standards of customer care and service provision.

4 Quality Management

TBC – SFA Quality Mark

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Stuart Niven
Chairperson

23.07.2020