



## Archery GB Service Standards and Guidelines

<b>Responsible for review of procedures</b>
Membership Services Manager

<b>Change History</b>			
<b>Version</b>	<b>Approved by</b>	<b>Date of approval</b>	<b>Next review date</b>
Proc-11-01	Membership Services Manager	January 2016	January 2017

Archery GB has implemented a set of Service Standards for the range of services we provide. These standards detail how our “customers” will be treated when they contact us and the minimum standards they can expect to receive.

### Response to enquiries

All staff will be polite, helpful and professional.

Staff will take ownership of customer's queries and reply factually and in plain English.

Visitors to Archery GB will be greeted and welcomed in a friendly and professional way. If you are planning to visit the any of the Archery GB offices please arrange beforehand to ensure that the right member of staff is available.

### How you can help us

If there are any changes to your details please let us know as soon as possible.

Please treat our staff with courtesy – they are trying to help you.

<b>Incoming Telephone Calls &amp; Voicemail</b>	<b>Measure &amp; Target</b>
We will: <ul style="list-style-type: none"> <li>• Answer appropriately with a greeting, Archery GB and the name of the staff member; e.g. “Good Morning, Archery GB, Freddie speaking”</li> <li>• Endeavour to answer all calls within 5 rings</li> <li>• Respond to all voicemails within 2 working days of them being left, unless the voicemail indicates otherwise</li> </ul>	Sample testing exercise  95% compliance
<b>Emails</b>	<b>Measure &amp; Target</b>
We will: <ul style="list-style-type: none"> <li>• Respond to all emails requiring action within 2 working days of them being received.</li> <li>• For more detailed responses, a holding email will be sent to the customer advising them when we will respond in full</li> </ul>	Number of unread emails  All emails responded to within 48 hours
<b>Letters</b>	<b>Measure &amp; Target</b>
We will: <ul style="list-style-type: none"> <li>• Respond to all mail correspondence requiring action (including awards, tournament and records, except Annual Renewals) within 10 working days from receipt</li> <li>• Process Annual Renewals within 4 weeks from day of receipt (14 days in Memberships Services and 14 days with Irongate).</li> </ul>	Sampling of correspondence  95% compliance

Payment of invoices/expenses	Measure & Target
<p>We will:</p> <ul style="list-style-type: none"> <li>Process invoices/expenses within 15 working days of receipt or by due date on the invoice, unless there is a dispute</li> </ul> <p>If you have a query regarding non-payment of an invoice you can either telephone the Archery GB Finance Team directly or put the details in writing. Telephone enquiries will be dealt with immediately wherever possible although certain queries may require consultation with other departments. Postal enquiries will receive a reply within 10 working days of their receipt.</p>	<p>Number of queries/ responses from suppliers/ volunteers</p> <p>95% invoices paid within 15 days (or due date if longer)</p>
Grants	Measure & Target
<p>We will:</p> <ul style="list-style-type: none"> <li>Consider all applications for grants and provide a response within 1 month of the application closing date</li> </ul>	<p>All applications administered within 1 month of the closing date</p>

### Compliments and Complaints

If Archery GB do something well, then please tell us about it. If you have a complaint please email [comments@archerygb.org](mailto:comments@archerygb.org) or call 01952 677888.



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