



Customer Charter

Monitoring:
Office Manager

Policy Review:
Created March 2012
Reviewed May 2020
Next review May 2021.

Person Responsible:
Office Manager

ENGLAND LACROSSE

www.EnglandLacrosse.co.uk | National Squash Centre, Rowsley Street, Manchester, M11 3FF | 0161 974 7757 | info@EnglandLacrosse.co.uk

Registered Company No. 3476816



Who are we?

English Lacrosse Association Ltd (known as England Lacrosse or EL) is a company limited by guarantee (non-profit), whose purpose is to promote and develop lacrosse in England as set out in English Lacrosse's 10 Year Strategy. The EL was set up in 1996 with the merger of the English Lacrosse Union (Men) and the All England Women's Lacrosse Association.

Our vision

Lacrosse to be recognised as a major team sport in England.

Our mission

To promote and develop lacrosse, in all its forms, by working with our members, stakeholders and others to ensure that opportunities exist for individuals to participate and achieve excellence in the sport of lacrosse.

Our values

We aspire to:

- Excellence
- Accountability
- Respect
- Integrity
- Teamwork
- Inclusivity

Our key priorities

To move towards the vision our key priorities are:

- More people participating more often
- Opportunities to achieve excellence at all levels and achieving success on the international stage
- A higher profile

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Our funding

The EL is funded membership subscriptions, a range of stakeholders and partnerships and general fundraising activity.

Our standards

As an organisation the EL is committed to ensuring good governance and accountability. The EL is also committed to promoting fairness and inclusion and to providing a safe environment for both children and adults.

Our commitments to you

You can contact us or make general enquiries through the main EL office telephone number or by email through the Contact Us page of our website, social media platforms or you can email info@englandlacrosse.co.uk. We aim to answer all calls to the main EL office telephone number within the office's core opening hours of 9.00am to 5pm, Monday to Friday. We also provide a voicemail service on this number, which we check regularly throughout the day and respond to.

- Staff will respond to 80% of enquiries by the membership or general public within three days and resolve them within five days. Where a quicker response and resolution is required we will do our best to meet those needs. Where a request necessitates a longer completion period we will let you know accordingly, explain the steps and update you on progress.
- Staff will always try to make sure that all our members of staff are well informed, reliable and confident, and that the information they give you is accurate and up-to-date.
- Staff will provide their names on the phone, in letters and email messages so that you know whom you are dealing with.
- Staff will always try to treat you fairly and consistently. We recognise that we have a wide range of customers, with different needs, and aim to make sure that nothing stands in the way of everyone receiving the same good service.

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- Staff will behave in a polite and professional way and respect your rights. In return, we expect our staff to be treated properly. We will not tolerate verbal or physical abuse against them.

Contact us

If you are happy with our service, please tell us. It helps us to identify good practice and encourages our staff. If you are not happy with our service, please let us know how we can improve it. You can do this by following this link to our website: <https://www.englishlacrosse.co.uk/contact/> or calling us on 0161 974 7757.

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