



PENTATHLON GB CUSTOMER CHARTER

About Pentathlon GB

1. Pentathlon GB is the National Governing Body for the Olympic sport of Modern Pentathlon in Great Britain and is recognised as such by the International Body (the UIPM), Sport England and UK Sport and is in receipt of Exchequer Funding from them.
2. We are a company limited by guarantee, and are therefore a non-profit making organisation.
3. Pentathlon GB 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 all the elements of Modern Pentathlon within Great Britain and Northern Ireland, including the disabled.
4. We actively encourage newcomers to the sport, promote good practice and work to enhance and improve standards.

Customer Charter

5. Pentathlon GB is committed to providing excellent service to all those with whom it has contact and particularly those who are members of the Association (our 'customers'). This Charter sets out Pentathlon GB's policies in this respect.

Mission Statement

6. Pentathlon GB is committed to managing, developing and promoting the sport of Modern Pentathlon and all its constituent elements. Our aims are to provide increased participation in Modern Pentathlon, to foster talent, and international achievement. It is also our aim to provide excellent, high quality customer services to our customers, whether members or non members.

Object

7. The objects of Pentathlon GB are set out in detail in our Memorandum and Articles of Association and in our Forward Plan. 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.
 - (d) To organise and administer competition by Clubs and those others invited to participate in such competitions.
 - (e) To regulate and discipline Clubs and Members for breaches of the Bye Laws or the Laws of the sport and to adjudicate any complaint or dispute within the sport.

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

Customer Service – Our Aims

- 8. To provide a high level of customer service, which is professional and available at reasonable hours.
- 9. To work with member clubs and other affiliates and associates to ensure that a high level of customer service is provided to members and by those members to the public.
- 10. To use the latest technologies 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 Pentathlon GB

- 11. By Post: Room 6.11
Wessex House
University of Bath
Bath
BA2 7AY
- 12. By Phone: 01225 386808
- 13. By Email: admin@pentathlongb.org
- 14. By Website: <https://www.pentathlongb.org/index.php>

General Communications

- 15. We will respond to any letter, fax or e-mail correspondence within 48 hours of receipt 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

- 16. We seek to resolve all justifiable complaints fairly and promptly. Please see our Complaint Rules.

Staff Conduct

- 17. Pentathlon GB staff will conduct themselves in a courteous, efficient and responsive manner in all dealings with our customers.

In Summary

- 18. We are committed to treating all persons equally and are committed to offering our members a high quality service and speedy response to requests.
- 19. 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

- 20. Pentathlon GB welcomes feedback and suggestions as to the experience we provide to our members.



Jon Austin

**Chief Executive Officer
Pentathlon GB**

October 2012