

 YOUTH SPORT TRUST	POLICY	Document Number: BWPo11 Version number: 4 Updated: Oct-2021 Next Review Date: Oct-2023
	CUSTOMER CHARTER	

v.	Latest Amendment Details	Authorised by
2	Referenced procedure names updated	Head of Compliance & Governance

Introduction

The Youth Sport Trust (YST) is an independent charity, established in 1995, devoted to changing young people's lives through sport.

Vision: A future where every child enjoys the life-changing benefits that come from play and sport.

Mission: We pioneer new ways of using sport to improve children's wellbeing and give them a brighter future.

Between 2018-2022, the YST will use the power of sport and physical activity to tackle the decline in young people's physical, mental and social wellbeing, through delivering against six objectives:

- Transforming physical education:
- Removing barriers to sport:
- Unlocking potential:
- Empowering activism:
- Championing insight:
- Strengthening foundations:

Our values, which are built on trust, integrity, working in partnership and responsibility, run through our work - be that with schools, our corporate partners, government, sporting organisations and, most importantly, young people.

Our Customer Service Expectations

We will:

- be helpful and responsive to customer needs
- be polite, professional and friendly
- respond to enquiries promptly and efficiently
- communicate clearly without jargon
- ensure our services are accessible, inclusive and easy to use
- treat our customers equally and with respect
- share and learn from best practice in order to continually improve the service we offer

Monitoring Our Performance

In accordance with our 'Customer and Consumer Satisfaction' procedure we will;

- regularly collect feedback from our customers
- act upon customer feedback to continually improve our service

All complaints will be taken seriously and will be dealt with in accordance with our 'Complaints and Process Error' procedure, to ensure their swift resolution.

All procedures are part of our Quality Management System, which is accredited to ISO 9001:2015.

If you have feedback on our service, please contact info@youthsporttrust.org or call **01509 226600**.