

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 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 'Non-Conformance and Corrective Action' procedure, to ensure their swift resolution.

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