

EEA Service Level Agreement

‘Our service charter applies to everyone who has contact with the Equestrian Employers Association’.

A courteous, professional and friendly manner

We commit to being professional, friendly and courteous in our dealings with you by: treating you with dignity and respect; behaving with honesty and integrity; identifying ourselves when we talk to you; having trained and professional staff who uphold this service charter.

In line with our policies treat everyone fairly, whatever their age, sexual orientation, disability, religious belief, ability, gender or race.

Confidentiality

We commit to holding information about you in accordance with legal requirements and protecting your personal information by not disclosing it to anyone else without your consent or unless we are required to do so by law.

Sustainability

The Senior Management Team at EEA recognises its moral and legal responsibilities to sound sustainability management, encompassing environmental, social, economic and technological factors.

Celebrate success

We will strive to share good news stories, circulate case studies and regularly celebrate member, employer and staff achievements.

Suggestions

We value your suggestions for improving the quality and care of our service and you may do this by contacting us directly or through our periodic customer surveys.

Timely communication

We answer your telephone call or email courteously, promptly and professionally. We aim to resolve your enquiry for you the first time you call. If we don't have an immediate answer we will find out for you and let you know who will be contacting you with the information and when.

We respond to your emails within 2 working days and fulfil membership, renewal applications within 7 working days. Shop purchases will be fulfilled within 10 working days; the EEA does not hold a stock of items.

If you have a complaint we will acknowledge it within 10 working days and will keep you fully informed of progress. We commit to resolving any complaints and mistakes fairly, openly and honestly.

Quality of product, service and delivery

We commit to using appropriately-trained and highly competent personnel in the design, development and delivery of our products and services.

The EEA is committed to delivering the best member/customer service. This Charter lays out the level of service you can expect from us and the targets we have set to ensure that we meet your customer service needs.

We put our members first