



Customer Service Policy

March 2007

1. Introduction

Logistique are committed to developing an open, responsive and accountable relationship with all those who come into contact with the organisation. This Charter sets out the standards which customers are entitled to expect when working in partnership / dealing with us.

2. About us

Logistique are an exciting name within the Sports, Health and Regeneration Management Consultants industry. The company was established in 2005 by its two principal Directors Jon Dutton and Stephen Brown to provide specialist advice and professional services. We accomplish these goals through an approach that combines a broad knowledge of business issues with a deep understanding of the sports industry.

Both Directors are known for their joint, team-oriented approach to working with clients and a strong work ethic.

Our corporate statement is to: "provide deliverability, diversity and innovation." Logistique differentiates itself from others by being client-focused and having a set of key underlining principals to their approach. If you have a project or event, or need consultancy advice, then we are the right people to deliver your dream.

2. Values

Our core values are both simple and clear.

We aim to provide quality throughout and strive to pay attention to detail in all of our delivery. Our client liaison is something we pride ourselves in and we do this through both mutual respect and trust.

The key words that encompass the ethos of Logistique are :-

- Not losing sight of the vision
- Being realistic
- Managing people's expectations
- Providing additionality not duplication
- Supplying needs based change
- Being honest, transparent and having integrity
- Being pro-active and not re-active
- Offering a personal and tailored service
- Being creative, imaginative and dynamic
- Having a strong work ethic

3. Our Primary Customers are:-

- National Governing Bodies
- Local Education Authorities
- Schools
- Regeneration Agencies
- Sports clubs
- Local Businesses
- Further Education Colleges
- Local Authorities
- Individuals
- General public

4. Key aims of the Customer Charter

- To provide a professional and approachable service to the many customers who contact us with queries, views and complaints. We regard all of our customers as valued clients.
- Add value to customer contacts with Logistique by promoting the services we offer and communicating our vision.
- Develop new ways of communicating with our customers through innovative use of our website – www.logistique.org.uk and greater use of email.
- Work with all divisions and sectors within the Logistique to ensure that a high level of customer service is being offered and that our customer's views are being reflected back into the organisation.
- To improve awareness of the means of contacting Logistique, particularly through the publicising of our website address www.logistique.org.uk
- To increase overall public interest, participation and awareness of pastoral education / learning opportunities and their impact.

5. Staff Conduct and Response times

Our policies in relation to these customer issues are set out below.

a) Staff Conduct

Logistique staff will act in a courteous and responsive manner in all matters relating to customer issues. If an issue cannot be resolved by the staff member, they will take responsibility for ensuring that it is escalated to their Line Manager.

b) Response Time

Written correspondence will be acknowledged within two working days of receipt, and if a full reply cannot be given within that period, due to further information being required, a comprehensive response will be made within ten working days.

Emails and telephone messages will be acknowledged within one working day, and if further information is required, a comprehensive response will be

made within ten working days, provided that full contact details are given as part of any message.

6. Complaints Procedure

Any comment or complaint about our procedures and practices in relation to customer issues, and whether we are meeting these to the satisfaction of our customers, can be addressed to any of our Directors.

Jon Dutton: Director

jon.dutton@logistique.org.uk: 07920 096455

Stephen Brown: Director

stephen.brown@logistique.org.uk: 07920 096454

We aim to resolve all complaints within seven working days. All complaints will be logged to help us to track trends and provide data for systems analysis and improvements.