



BaseballSoftballUK Customer Charter

Who we are and what we do

Who are we?

BaseballSoftballUK (BSUK) is a not-for-profit company whose purpose is to promote and develop baseball and softball in the UK. We were set up in 2000 by the British Baseball Federation (BBF) and British Softball Federation (BSF) to streamline and enhance the governance, administration and development of the two sports. Since 2006, our remit has primarily been development work on behalf of the two Federations.

Our vision

Played in every park.

Our mission

Increase participation in baseball and softball in the UK by:

- Providing an enjoyable experience
- Building on quality infrastructure
- Improving performance
- Raising profile

How are we funded?

Currently, BSUK is funded primarily by Sport England to work in four regions – London, the South East, the Midlands and the North West – against a series of development targets, although we can and do support development in other areas of the country as well. We are also funded in part by the BBF and BSF to provide them with administration and communications services.

What do we do?

BSUK is the development agency for baseball and softball in the UK. We are committed to improving, increasing and promoting opportunities in both sports through establishing and supporting development programmes in schools and communities, raising standards in clubs and leagues, establishing a framework and curriculum for coaching and coach-training, talent and facility development, and providing advocacy, information and education for and about our sports.

What have we achieved?

Since 2005, BSUK has been delivering against targets agreed with Sport England to increase participation, club membership, coaching, volunteers and accredited clubs. BSUK has consistently surpassed targets set and is achieving growth in all five key areas. BSUK has also had an impact on achievements in international competition, with senior and junior GB Baseball and GB Softball teams achieving their best-ever results in European and world competitions through programmes set up under our guidance.

Our standards

Governance, equality and welfare

As an organisation BaseballSoftballUK is committed to ensuring good governance and accountability. Further, BSUK is committed to promoting fairness and inclusion and to providing a safe environment for both children and adults.

Enquiries

We aim to answer all calls to the main BaseballSoftballUK telephone number within the office's core opening hours of 10am to 5pm, Monday to Friday. We also provide a voicemail service on this number which we check regularly through the day and respond to. The Contact Us section of the website can also be used.

Staff will respond to enquiries by the BBF and BSF membership or general public within one working day and aim to resolve them same day whenever possible. Where a request necessitates a longer completion period we will let you know accordingly, explain the steps and update you on progress. BaseballSoftballUK uses a Customer Relationship Management system to allocate, track and update all enquiries.

Our commitments to you

We are accessible

We have made various methods available for baseball and softball participants and the general public to get in contact with us. You can make general enquiries through the main BSUK office telephone number. Our main office opening hours are 10am to 5pm Monday to Friday. You can also make enquiries by email through the Contact Us page of our website, and by post. You can also contact specific members of staff by clicking on their name in the 'Our Team' section of the website.

We are knowledgeable and authoritative

We will always try to make sure that our staff are well-informed, reliable and confident, and that the information they give you is accurate and up-to-date.

We are accountable

Our staff give their names on the phone, in letters and email messages so that you know who you are dealing with.

We are fair and inclusive

We will always try to treat you fairly and consistently. We recognise that we have a wide range of customers, with different needs, and aim to make sure that nothing stands in the way of everyone receiving the same great service.

We are polite, sensitive and respectful

Our staff will behave in a polite and professional way and respect your rights. In return, we expect our staff to be treated properly. We will not tolerate verbal or physical abuse against them.

Contact us

If you are happy with our service, please tell us. It helps us to identify good practice and encourages our staff. If you are not happy with our service, please let us know how and what we can improve, we welcome suggestions on how we can be better.

Call us on

020 7453 7055 (Monday-Friday 10am-5pm)

Email us at

info@bsuk.com

Visit our website

www.baseballsoftballuk.com

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