



CUSTOMER VOICE CHARTER

YORKSHIRE CRICKET

Document Owner: Director of People and Culture

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Related policies / documents	Customer Voice Policy Customer Voice Procedure Employee Voice Policy Safeguarding Policy Whistleblowing Policy ECB General Conduct Regulations Social media monitoring and moderation guide Data Protection Policy Privacy Policy

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1. INTRODUCTION

The Customer Voice Charter (the **Charter**) explains all you need to know about making an enquiry (including feedback, questions and complaints) with Yorkshire Cricket and how we will respond to you.

2. OUR COMMITMENT

- We will provide you with a voice by communicating how enquires can be raised;
- We will respond promptly to enquiries and aim to resolve matters the first-time contact is made;
- We will treat you with fairness and courtesy, listening to you and understanding the outcome you are seeking;
- If we need more time to look into a complaint, we will let you know and keep you informed of our progress;
- If you are not satisfied with the way your enquiry has been handled, we will advise you on other steps that can be taken; and
- We will proactively engage with you to ensure that you have a voice.

3. HOW TO CONTACT US

The easiest way to contact Yorkshire Cricket is using our online form

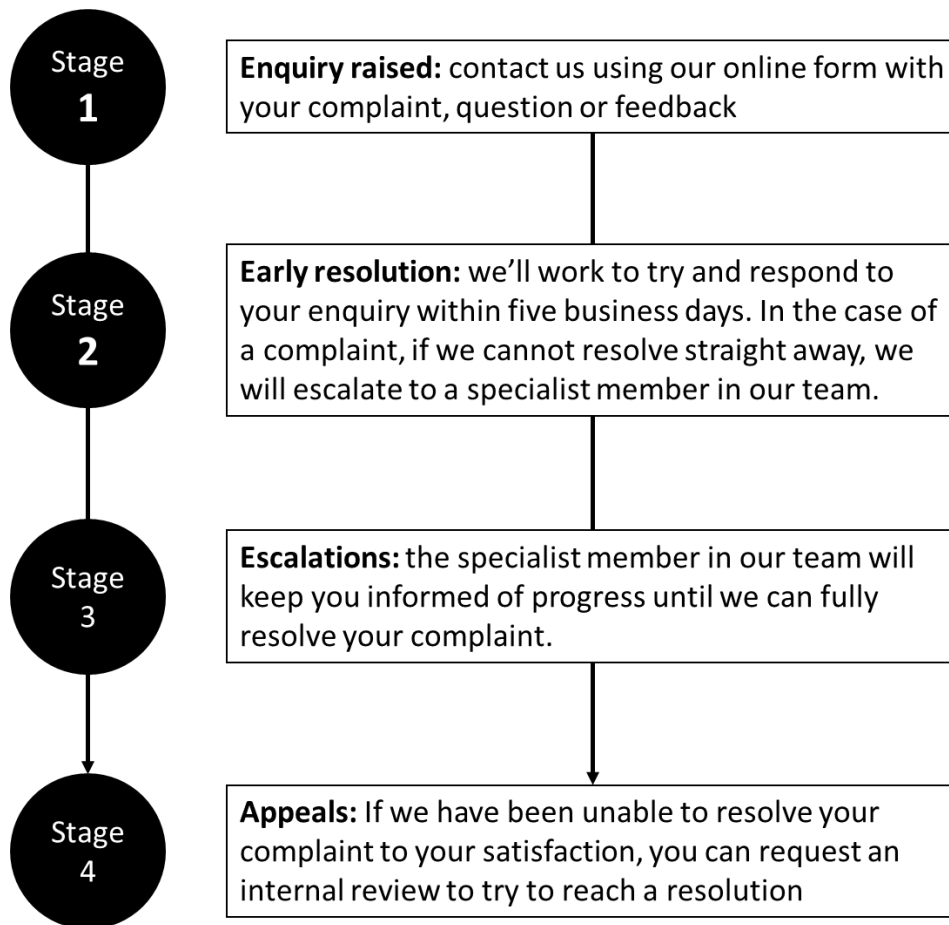
Online: <https://yorkshireccc.com/contact>

Phone: 0344 504 3099

Mail: The Yorkshire County Cricket Club, Headingley Stadium, Leeds, LS6 3DP marked for the attention of *Yorkshire Cricket Customer Voice*

Note: sales enquiries relating to Memberships, Ticketing, Retail or Hospitality are handled through dedicated channels. For more information, please visit <https://yorkshireccc.com/contact>

4. HOW WE WILL RESPOND



5. OUTCOMES

Potential outcomes of your enquiry may include:

- We will respond to your question;
- We will pass on your feedback, or re-direct you, to the relevant team;
- We will apologise for the issue and the fact that you have had to contact us to have your complaint resolved;
- We will resolve your issue, and where possible, explain went wrong; and/or
- We will consider appropriate steps to ensure you are not left out of pocket.

Appeals may be made in writing by emailing: cricket@YorkshireCCC.com within ten working days of receiving a response from Yorkshire Cricket.