

# WILMOT SOFTBALL ASSOCIATION



## QUALITY OF PROGRAMMING POLICY

We want to give our members a commitment regarding Wilmot Softball Association services that will improve the satisfaction of our members and encourage people to join our sport and stay with us.

It sets out what levels of service you can expect and what to do if you feel these levels have not been met.

### Communication

We want to be in touch and accessible. You can contact the Association by telephone, email, via the website or in person at one of our events.

We will:

- Listen to you about suggestions and pass these on to key personnel
- Let you know the name of the person you are dealing with
- Be open and honest
- Value and respect the diversity of our members and try to meet the needs of members with specific requirements
- Ensure our volunteers are trained to do their jobs effectively
- Not tolerate abuse or violence towards volunteers

We aim to:

- Get things right first time
- Acknowledge all enquiries within 5 working days
- Reply to emails or letters within 10 working days
- Improve efficiency and service while reducing costs

### Softball for All

We have committed to improving the promotion of Softball to the whole community as part of our Softball Association Fundamental Excellence (SAFE) STAR Rating work. Our aim is for everyone to have the opportunity to be involved in Softball regardless of background, and to have eliminated discrimination by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, age, ability or disability within our resources.

### Complaints

Occasionally we get it wrong and you may feel the need to complain formally. If this happens you must write to the President/Chair with specific details of your complaint.

We will:

- Respond within 7 working days, letting you know the next steps
- Openly seek your feedback on our services
- Be fair
- Be effective
- Be accountable and record all complaints
- Report back to members where necessary

## **Contact us**

EMAIL ADDRESS: [president@wilmotsoftballassociation.com](mailto:president@wilmotsoftballassociation.com)

WEBSITE: <http://www.wilmotsoftballassociation.com/>

**MAIL: Wilmot Softball Association**

**1591 Nafziger Rd,**

**Baden, ON**

**N3A 0C4**