

## **CUSTOMER CHARTER**

Although the day to day running of the Society is undertaken entirely by volunteers the Trustees feel that professional standards should apply wherever possible. With that in mind we have drawn up the following targets:-

### **RESPONSIBILITIES OF OFFICERS/TRUSTEES**

- Quarterly reports from Chair, Secretary and Registrar in newsletter
- Summary of committee discussions to appear in newsletter in the next available issue
- AGM papers dispatched to members by 1st class post in compliance with regulatory requirements (currently not less than 23 days before the meeting). Ballot papers where applicable to be sent with AGM papers
- Announcement of Officer and Trustee vacancies at suitable date

### **REGISTRAR**

- Issue of passports within 2 weeks
- Processing of transfers within 10 days
- Response to general enquiries within 2 days
- Updating of studbook annually

### **MEMBERSHIP SECRETARY**

- Membership cards/ introductory literature to be sent within 14 days of receipt of subscription

### **MARKETING & COMMUNICATIONS**

- Response to website queries within 3 days
- Updating of website (including for sale list) every fortnight
- Publication & distribution of newsletter every quarter by agreed deadlines

### **INSPECTION TEAM**

- Agreement of date(s)/venue for inspections 4 – 6 months in advance.
- Contact owners of eligible animals 4 – 6 months in advance.

### **BREED SHOW ORGANISERS**

- Announcement of Breed Show date and venue by end of previous year
- Publication of Breed Show schedule by end March each year
- Publication of dressage times etc 7 days before show
- Publication of Breed Show results 7 days after show

### **FINANCIAL**

- Payment of invoices within 1 month
- Cheques/cash banked within 2 weeks

We would like to encourage members' feedback on whether these targets are appropriate and an indication if we are failing to deliver.