

## Position Statement

### Service Charter

Volleyball Victoria Inc (**VVI**) aims to provide our members, stakeholders, and interested parties a very high level of customer service.

This Charter sets out our commitments to you; providing clarity to your expectations when engaging with us, and how to provide feedback if you do not believe we have met these commitments.

The Charter includes mutual expectations that we believe underpin our business with patrons.

#### 1. Our Role

The Board of Volleyball Victoria Inc identifies the mission of the organisation as 'to lead, grow and promote volleyball across Victoria'. To achieve this mission, we must engage members, stakeholders, partners, sponsors and other interested parties in the conduct of our business in a professional and effective manner.

More information regarding the role of VVI is available in [Appendix 1](#).

#### 2. Our Values

VVI conducts our business reflecting the following five values:

- Inclusivity
- Integrity
- Pride
- Respect
- Commitment

#### 3. Our Commitment

This Charter articulates our commitment to conduct business with members, stakeholders, and interested parties in a manner that reflects our values.

We will:

- Acknowledge general emails within two (2) working days
- Acknowledge access to education emails within three (3) working days
- Respond by telephone or in writing to customer enquiries within two (2) working days
- Process requests for credits and refunds within two (2) weeks
- Update our website weekly
- Provide accurate and timely information regarding products and services on our website and in promotional materials
- Present our terms and conditions in clear language
- Treat confidential and sensitive information in strict accordance with our Privacy Policy

#### **4. Communication**

We are contactable during Office hours, Monday to Friday 9:00am – 5:00pm. Staff are also present at a range of VVI and affiliate events, competitions, and activities. When acting in an official VVI capacity, they may be reasonably expected to provide the same level of service as would be provided from the Office.

You can contact us:

1. In person or in writing: State Volleyball Centre @ Dandenong Stadium, 270 Stud Road, DANDENONG NORTH 3175
2. By telephone: 03 9794 0009
3. By email: [admin@volleyballvictoria.org.au](mailto:admin@volleyballvictoria.org.au)
4. Or via any of the email addresses provided on our website: [www.volleyballvictoria.org.au](http://www.volleyballvictoria.org.au)

#### **5. Feedback and Complaints**

VVI welcomes feedback and the opportunity to resolve complaints. Consistent with our mutual expectation, all feedback, including complaints, should be made in a respectful manner utilising any of the mediums of communication identified above.

This information helps us to improve our services to you. We aim to resolve most issues when they arise. Please see our complaint management policy for further information

**Position Statement** – Service Charter

**Approved by:** Volleyball Victoria Inc Board



## **Mission**

To lead, grow and promote volleyball across Victoria

## **Vision**

For volleyball to be a high profile sport in Victoria and recognised as the leading volleyball state in Australia

## **Purpose**

- 1) To create a framework for clubs, athletes, coaches, officials and volunteers to contribute and grow
- 2) To create pathways for participation and excellence in volleyball
- 3) Showcase the health, lifestyle and social benefits of volleyball

## **Values**

- Inclusivity
- Integrity
- Pride
- Respect
- Commitment