



SPECIALIST INDEPENDENT DISPUTE SERVICE

Customer Charter

Sport Resolutions plays a unique role in upholding the integrity, reputation and financial well-being of the UK sport system. Our customer charter sets out the commitment we give to our stakeholders and service users.

Our **vision** is to be the dispute resolution service of choice for everyone engaged in sport

Our **aim** is to continue to make available to all governing bodies, leagues, clubs, athletes, coaches and commercial partners to sport:

- independent, expert, timely and cost effective resolution of all disputes;
- professional administration and management of arbitration and mediation
- information, education and training to prevent, manage and resolve disputes

Our **mission** is to be:

- the centre of excellence for all sports dispute management and training;
- the nominated referral body when disputes in sport arise;
- a non-profit making body, reinvesting in sport.

OUR VALUES

- **Independence** – run independently, on a non-profit basis for the benefit of sport
- **Expertise** – we understand and speak the language of sport and law
- **Integrity** – always fair, impartial and transparent in our dealings with parties
- **Accessibility** – approachable, trusted and user-friendly
- **Cost-Effectiveness** – affordable and helping to save sport time and money
- **Educational** - working to educate sport about effective conflict and dispute management

MAKING A COMPLAINT

Sport Resolutions' complaints policy sets out how to complain about our service. If you wish to enquire or complain about any aspect of our service please contact the Chief Executive by the following means:

By telephone: 0207 036 1966
By e-mail: resolve@sportresolutions.co.uk
By writing to: Sport Resolutions (UK)
1 Salisbury Square
London, EC4Y 8AE



Last review (date)	August 2018
Reviewed by (name)	Audit & Risk Committee
Next review and approval due (date)	August 2020