

ENGLAND ATHLETICS KINDNESS PLEDGE

England Athletics aims to provide a high standard of service by understanding the needs and expectations of all our members and partners. We are committed to positively interact with everyone we work with and ask others to do the same.

To treat you as we expect to be treated:

- Be polite, courteous and professional and to treat everyone fairly.
- To listen carefully and patiently.
- To communicate in a clear and precise manner.

What we ask of you:

- Please give us all the information we need to deal with your enquiry.
- Do not use any form of rude, abusive or aggressive language in your communications with England Athletics, including in phone calls, emails and on social media.

To help you we will endeavor to:

- Respond to your query as soon as possible.
- Resolve your query at first point of contact wherever possible; when this is not possible, we will explain why and let you know when you can expect a response.
- Provide clear, complete and accurate information.

If you are aggressive or abusive, we will take the following actions:

- **By telephone** – we will warn you and if it continues, politely but firmly close / terminate the conversation and inform a senior member of staff of their actions.
- **Emails** – we will ask you to resend the email, communicated respectfully. If you continue to send abusive emails we will not respond.
- **Social Media** – we will warn you, remove your post and if the abuse continues block you.

We refer you to the following statement from the Board of England Athletics and our Codes of Conduct:

www.EnglandAthletics.org/clubs-and-facilities/news/England-Athletics-board-statement

www.EnglandAthletics.org/clubs-and-facilities/club-support-services/club-welfare/codesofconduct

Please take responsibility for the energy you bring into this space.

Your words matter. Your behaviours matter. Our members and our teams and colleague's matter.

Take a slow, deep breath and make sure your energy is in check before entering.

Thankyou.