



OUR  
**MEMBER**

**PLEDGE**

**VOLLEYBALL ENGLAND**



## VOLLEYBALL ENGLAND

In line with our strategy 'The Game Plan', we make a commitment to put you at the heart of every decision, be transparent and make a conscious effort to continually improve.

Our Member Pledge presents the service you can expect as a member of Volleyball England. We are devoted to ensuring support, fairness and inclusivity for everyone in any service we provide.

Everything we do will reflect our values, ensuring Volleyball England is inclusive, respectful, connected and innovative.

November 2025



# OUR SHARED VALUES



## We aim to provide:

- Efficient, prompt and accurate responses to all enquiries
- Consistent and clear communication across the organisation
- A polite and professional service, that builds positive relationships
- Respect and dignity for all
- Honesty and transparency if we get things wrong, with a clear plan to put them right

## What we request in return:

- Respect our staff & volunteer - We will not tolerate any bullying, harassment or threatening behaviour
- Patience and collaboration whilst we work to find a solution
- Provide clear information to help us resolve your query
- Communicate to us anything you are unsure about
- Completing annual surveys providing feedback to Volleyball England

## Our Employees

We employ a flexible working policy to encourage a healthy work-life balance for our staff and will make every effort to reply to your query at our earliest possible convenience - please leave a message in busy circumstances.

Alongside our Hub staff, we have a team of volunteers who kindly give up their time to help. We ask that you treat them in the same way as all our other members of staff.



# RESPONDING TO GENERAL EMAIL ENQUIRIES

## If you email us, we will:

- Aim to respond to your query within 3 working days
- Aim to answer more complex queries in 5 working days or provide a timescale if necessary

To help us manage our enquiries, we have specific inboxes for different types of queries. Our general enquiries email is [info@volleyballengland.org](mailto:info@volleyballengland.org).

### [coaching@volleyballengland.org](mailto:coaching@volleyballengland.org)

- Coaching course queries
- Coach qualification queries

### [competitions@volleyballengland.org](mailto:competitions@volleyballengland.org)

- Entries & Player registrations
- International transfers
- Rule and regulation clarification

### [communications@volleyballengland.org](mailto:communications@volleyballengland.org)

- Website and social media
- Press and media relations
- Images, videos and stories
- Newsletter

### [finance@volleyballengland.org](mailto:finance@volleyballengland.org)

- Invoices & Expense claims
- Statements of account
- Purchase orders

### [membership@volleyballengland.org](mailto:membership@volleyballengland.org)

- Membership support
- Club development support
- Insurance & DBS checks support

### [refereeing@volleyballengland.org](mailto:refereeing@volleyballengland.org)

- Referee course queries
- Official qualification queries

### [safeguarding@volleyballengland.org](mailto:safeguarding@volleyballengland.org)

- Concerns involving children, young people and adults
- Safeguarding advice & guidance

### [talent@volleyballengland.org](mailto:talent@volleyballengland.org)

- Anti-doping
- Talent pathways/ national squads

### [volleyzone@volleyballengland.org](mailto:volleyzone@volleyballengland.org)

- All VolleyZone related queries



# RESPONDING TO PHONE ENQUIRIES



## If you phone us, we will:

- Endeavor to resolve your query at the first point of contact
- If this is not possible, we will try to put you through to the appropriate member of our team to assist you
- If they are unable to take your call at the time, we will take your contact details and nature of your enquiry and pass this information to them.
- They will then aim to get back to you within 3 working days of your telephone call (please note, in certain circumstances this may take longer)

Our main office number is **01509 974 700** and our core office hours are 09.30 to 16.30 Monday to Friday. During these times we aim to answer all calls we receive.



# EMERGENCY SAFEGUARDING GUIDANCE

In the first instance, if you have a concern please speak to your Club Welfare Officer.  
You can follow the steps on the flowcharts [here](#).

Providing a positive safeguarding culture ensures  
Safeguarding is a golden thread within all levels of  
Volleyball England.

You can report a concern to Volleyball England  
using our online form [here](#).

For emergency safeguarding queries, we would advise  
you to follow the guidance in our [Safeguarding Policy](#) or  
contact [NSPCC](#) on 0808 800 5000 if appropriate.

All other queries will be dealt with during working hours  
([safeguarding@volleyballengland.org](mailto:safeguarding@volleyballengland.org)).



# MEDIA COMMUNICATION



Our website and social media channels will:

- Provide information that is relevant and up to date
- Provide information on how to contact us
- Provide regular news articles and updates
- Be accessible and simple to use
- Maintain a safe, respectful environment- zero tolerance for bullying, harassment or threatening behaviour





# OPPORTUNITIES FOR GROWTH

We are passionate about continuously improving the service we offer. We will provide opportunities for you to share feedback, listen to your views, and then take action to improve.

To achieve this, we will:

- Undertake annual surveys to better understand individual member and club satisfaction
- Provide ongoing opportunities for you to [give us feedback on your experiences](#) with our products and services
- Follow-up any feedback that we believe does not meet our expected standards





# COMPLAINTS PROCEDURES

We are committed to providing the best customer service for all our members, aiming to find a solution for everyone where possible. Hence, we are deeply sorry if you feel the service, you have received is unsatisfactory.

If you feel we have underperformed and would like to make a formal complaint, please see our [complaints procedure](#).



[complaints@volleyballengland.org](mailto:complaints@volleyballengland.org)

The Volleyball England GDPR Policy can also be found [here](#).





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