



## 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.

### Vision:

'To protect, uphold and develop integrity and trust in all aspects of sport at all levels'

### Mission:

'To provide independent, efficient and accessible dispute resolution services to everyone involved in sport and to produce high-quality education and training to reduce conflicts and facilitate the resolution process. We will deliver this through our diverse and expert panels and executive team, with integrity and transparency at the core of everything that we do'.

### Values:

- *Independent* – run independently and impartially
- *Expert* – we understand, speak and implement the language of sport and law
- *Trustworthy* – fair, transparent and promoting integrity
- *Accessible* – approachable, trusted and user-friendly
- *Reinvesting* - we are proud to invest our time, expertise and experience back into sport

## 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](mailto:resolve@sportresolutions.co.uk)

By writing to: Sport Resolutions (UK)  
1 Salisbury Square  
London, EC4Y 8AE

Last review (date)	October 2020
Reviewed by (name)	Audit & Risk Committee
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