

## **YCF Customer Charter**

### **Who we are and what we do**

Yorkshire Chemical Focus Limited (YCF) is a not-for-profit industry-led company that supports and promotes Yorkshire's £2.2 billion chemical sector.

We are staffed from the industry for the industry and our Board of Directors all have industry experience.

We are currently funded by Yorkshire Forward, member company contributions and other sources of income.

YCF works with its member companies and partners from across the industry supply chain and with the public sector to encourage growth and increase competitiveness. Our key areas of focus include innovation, inward investment support, skills, regulation and industry image.

### **What you can expect from us**

We will

- initiate or be involved in activities/programmes/projects of relevance to the industry.
- hold regular events/seminars on industry related issues
- initiate and host industry network groups.
- maintain a diary of programmes, events and conferences on our website
- issue reports and reviews on events/activities of relevance to the industry.
- keep you informed through:
  - Face to face meetings
  - Website
  - Blog
  - Discussion forum
  - Quarterly newsletter (Re:Action)
  - Mail shots (paper and electronic)
- work with other relevant organisations to enable our members to gain access to their services and benefits through their membership of YCF.
- maintain a list of members on our website and provide a dedicated web page for each member.

### **Our values**

We will

- maintain a credible reputation through the delivery of a first class service developed around the needs of our members and the industry
- retain and demonstrate our independence through an objective approach to our business activities
- act professionally in all our dealings with those organisations and individuals with whom we engage
- present a responsive and reliable team to those organisations and individuals with whom we engage
- driven by our member's and industry needs

## **Our commitments to you**

We strive to provide an independent and professional service.

Any information communicated to us by our members is regarded as confidential. We will seek prior consent before passing on any information to any other member company or to third parties.

We will always put our member company names forward as potential suppliers in response to queries; however, this should not be construed as YCF having approved one supplier in preference to another.

We will regularly interact with our members, and welcome feedback and suggestions. We will use this feedback to identify issues for us to manage and address or services for us to provide.

Actions from visits, meetings, telephone calls, etc will be completed within agreed timescales or we will advise of any delay in a timely manner.

## **Making complaints**

We believe that we can resolve most problems that you might have by simply getting in touch with us. However, if you are not satisfied that a problem has been resolved or has not been handled to your satisfaction, you may take your complaint further.

### **Step 1: Contact us**

The first step is to talk to any member of our team. This can be done informally or formally, either in person or by telephone.

If we can, we will resolve the problem immediately. If we are unable to do this, we will record your concern and take determine how best we can resolve it and on what timescale. We will share with you what we will do within 5 working days of you contacting us.

### **Step 2: Taking your complaint further**

If we have not resolved your complaint to your satisfaction, you can make a formal complaint in writing (using our customer complaint form available on request or from our website) to the Chief Executive or Chairman of YCF, setting out the details, explaining what you think went wrong and what you feel would put things right.

Your complaint will be acknowledged in writing within 5 working days of receipt. We will inform you of action being taken and the timescale on which you can expect a full response from us.

## **How to contact us**

Jane Mockford  
Chief Executive  
01484 433 217  
jane@ycf.org.uk

Tim Hird  
Programme Manager  
01484 433 216  
tim@ycf.org.uk

Ralph Gerrard  
Business Development Manager  
01484 433 218  
ralph@ycf.org.uk

Leanne McNamara  
Membership Services  
Manager  
01484 433 215  
leanne@ycf.org.uk

Sabine Holmes  
ChemSkills Project Manager  
07789 533 093  
sabine@ycf.org.uk