

CFF Service Standards policy

Rationale:

To clarify service expectations to CFF clients and to set performance expectations for organization staff and volunteers..

Communications:

For CFF members (provincial offices, boards), CFF Programme athletes, CFF Programme Coaches:

Emails and phone requests shall be responded to within one (1) business day.

Other Clients

Other requests, media, licensees etc. shall be responded too in a timely manner according to an assessment of the urgency of the request and no later than five (5) business days.

Domestic Competition Sanctions and Ranking:

Sanctions:

To process the request for a domestic competition sanction within two (2) working days.

Ranking:

For results received in the correct format and without errors by 4pb eastern time on a Tuesday, to Rank the competition in the Canadian Domestic Rankings that will be posted weekly by 9am eastern time Fridays.

Competition results returned to the organizers for correction (see Procedure for Canadian Domestic Competition Organizers) will be ranked when completed at a priority below those of competitions that initially meet all the correct criteria for ranking.