

## NFWI Charter

### 1. Introduction

This document outlines the principles of the partnership between the NFWI and its members, and explains what members can expect from being part of the NFWI. It also outlines what NFWI staff can expect from members. This is a living document and will be regularly reviewed to ensure it reflects feedback from members and changes to resourcing at NFWI.

The WI is based on the ideals of fellowship, truth, tolerance, and justice. In all that we do, members and staff are expected to demonstrate and operate within these values.

### 2. Principles

The partnership between the NFWI and its members is based on the following five principles.

#### 2.1 Support

The three tiers of the NFWI (WI/federation/NFWI) exist to ensure all members are effectively supported and can get the very best from their WI experience. This relationship is one of partnership and shared purpose. All members should feel able to contact the NFWI for advice and guidance.

#### 2.2 Feedback

All members, at any level of the organisation, should feel able to share views, comments and feedback on their experience, and this is actively encouraged to support the ongoing development of the organisation and a culture of continuous improvement. Feedback will be received in an open and constructive manner, with formal follow up as appropriate.

#### 2.3 Structure

The NFWI has a three-tier federated structure to ensure effective and timely support is available. WI-specific enquiries should be directed to the relevant federation in the first instance. These will then be escalated to the NFWI if necessary.

#### 2.4 Communication

All views, comments and feedback should be shared respectfully and appropriately and within the values of the NFWI.

Members can phone, write or email to share their feedback. NFWI staff have individual email addresses, but there are also a number of general email addresses (listed below) if you do not know the name of the staff member you wish to contact.

## **2.5 Respect**

All members and staff have the right to respect and to feel safe. Offensive or disrespectful behaviour will not be tolerated and may end in disciplinary procedures (staff) or barring of an individual from contact with the NFWI (members). The same is true for members, who will always be treated with respect and courtesy whenever they contact NFWI; the relationship is one of mutual respect and tolerance.

## **3. Response**

The NFWI operates a target response time for all enquiries received. This is outlined below. This response time is published for transparency and to manage expectations. This is the standard that members can expect and are entitled to challenge this if necessary. Individual NFWI staff teams operate target response times which vary based on the capacity of each team and the average volume of enquiries received.

Whilst the NFWI aims to provide an immediate response to last minute requests when it can, this will not always be possible. Where information is required and this is known in advance, we ask that you provide as much notice as possible. If an enquiry is an emergency then this should be directed by phone to the NFWI London office (0207 371 9300).

With enquiries on behalf of multiple individuals, such as those from a whole WI or a WI Committee, we ask that the enquiry is sent only once. Multiple enquiries from different individuals on the same topic can slow down our ability to respond to enquiries within our agreed timescales.

## **4. Response times**

The NFWI aims to respond to all enquiries – regardless of the method of communication – within 10 working days of receipt. Please note that hard copy letters may take several days to reach the NFWI (all letters are date stamped on receipt).

All emails sent to our generic email addresses (see list below) will receive an automatic acknowledgement so that it is clear that the email has been received. All enquiries will be responded to via email or phone, unless the nature of the response requires a hard copy reply.

## **5. Resources**

This Charter must be read alongside the following NFWI policy/guidance documents:

- NFWI Code of Conduct
- NFWI Complaints Policy
- NFWI Equality, Diversity and Inclusion Policy
- NFWI Social Media Code of Conduct

## 6. Contact us

If you would like to contact us about this document please email [membership@nfwf.org.uk](mailto:membership@nfwf.org.uk), call 0207 371 9300 or write to us at NFWF, Membership and Engagement Team, 104 New Kings Road, London, SW6 4LY.

You can also use the following email addresses as needed:

Department	Email address
Activities	activities@nfwf.org.uk
Board Secretary	boardsecretary@nfwf.org.uk
Complaints	complaints@nfwf.org.uk
Data protection	dataprotection@nfwf.org.uk
Denman	info@denman.org.uk
Digital Services	mywi@nfwf.org.uk
Education and Training	training@nfwf.org.uk
Events	events@nfwf.org.uk
Finance	fd@nfwf.org.uk
General Secretary	m.green@nfwf.org.uk
Human Resources (HR)	hr@nfwf.org.uk
Membership and Engagement	membership@nfwf.org.uk
NFWF Wales	walesoffice@nfwf-wales.org.uk
Public Relations (PR)	pr@nfwf.org.uk
Public Affairs	pa@nfwf.org.uk
Resources	hq@nfwf.org.uk
WI Enterprises and WI Life	wilife@nfwf.org.uk

## 7. Updating this document

This document is under continuous review and will be updated annually or as required. Any updates will be communicated to federations, who should cascade this information on to WIs.

Version	Date created	Last review date	Next review date	Document author
1	February 2022	N/A	February 2023	Membership and Engagement Team