

Member Response Times Policy

Industrial Departments

All members should expect an initial response from a staff member within 5 working days.

Finance and Operations Department

All Equity members should expect an initial response from a staff member within 5 working days.

Reception

Reception at Guild House will be physically staffed Monday to Friday 9:30 am to 5:30pm.

All Equity members should expect an initial response to email queries to info@equity.org.uk within a maximum of 5 working days.

Post

All post will be dealt with or responded to within 5 working days.

Membership Team

Membership Team telephones are staffed between 9.30am and 5.30pm on weekdays excluding bank holidays. The only exceptions to this are organisation away days and team meetings when there is no cover available from reception.

Voicemails/messages will be collected within one working day.

Membership Email

All Equity members should expect an initial response to email queries to membership@equity.org.uk within a maximum of 5 working days.

Subsequent Member Response Times

The initial correspondence sent by Equity staff to members, and all subsequent correspondence, will clearly state when a follow up reply will be sent, and will advise of any upcoming period of absence.

Membership Applications

The membership team approve applications daily prioritising the oldest first and urgent requests. We ensure applications are reviewed and where possible approved within 7 days.

If an application is reviewed and cannot be approved the potential member will be emailed with an explanation of why it could not be approved and if necessary request further information.

If an application is not approved within 7 days and the potential member is paying by credit or debit card their pre auth (pending) payment will expire and they will need to be contacted by the membership team for new payment details.

If for exceptional reasons (like a system problem or staff shortage) applications cannot be reviewed within 7 days with the Head of membership approval, we will put a message on the website joining page to reflect a more reasonable timeframe.

Communications Department

Social Media

Equity uses social media as a campaigning tool, not running a customer services platform however any enquiries/complaints will be signposted to the relevant staff member or to the website within 2 working days.
