



**Welsh Triathlon**  
**Customer Charter**

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Approved By:	Paul Tanner - Chair of the Board	Date: 15 <sup>th</sup> October 2016



## Welsh Triathlon Customer Charter

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**Welsh Triathlon** is the National Governing Body for the sport of Triathlon in Wales and is recognised as such by Sport Wales.

We are a non-profit making organisation with all of our income invested in developing, growing and protecting the sport of Triathlon throughout Wales from the grassroots level through to our top athletes.

We actively encourage newcomers to the sport, promote good practice and safety and work to enhance and improve the standards of coaching and officials.

Our vision is to:

***Make Wales the proud home of Triathlon  
Gwneud Cymru'n gartref balch Triathlon***

We recognise that in order to achieve this vision we must continually improve the way we communicate with all of our customers. We are committed to meeting the needs of all customers in a professional manner and this Customer Charter has been created to show that commitment.

### Customer Charter

Welsh Triathlon is committed to providing excellent service to all its customers whether members or non-members of the organisation.

Welsh Triathlon is also committed to managing, developing and promoting the sport of Triathlon in all its forms and in every community in Wales. It is also our aim to provide excellent, high quality customer services to our customers whether members or non-members.

### The Customer Charter sets out:

- the standards that you can expect from us.
- details of our Comments and Complaints Procedure.
- information on how you can contact us.
- wherever possible, any partners that work with us will be encouraged to adopt the standards set out in this Charter.



## **Customer Service Standards**

### **Aims**

To provide a high level of customer service by Welsh Triathlon which is professional, available at reasonable hours and approachable for both members and recreational users of the sport and other members of the general public who need help, advice and information on any aspect of the sport's activities or other services.

To work with member clubs and other affiliates and associates to ensure that Welsh Triathlon provides a high level of customer service.

To use appropriate technologies to ensure that all information relating to the governance, rules, administration and operation of the sport are readily available in an easy to find and accessible format.

### *We will:*

- greet you, whether in person or on the telephone, in a polite and friendly manner.
- provide you with advice and instructions that are easy to understand and in a variety of formats
- ensure that everyone is treated fairly and consider individual circumstances or special needs.
- respect your privacy, dignity and confidentiality and, where necessary, will provide private interview facilities.
- give you our full attention and remain professional at all times ensuring that any communication with you is open, honest and as clearly worded as possible.
- continually review all our methods of contact with customers, for example, telephone, email or via our website so that these services are easily accessible to all.

### **Our Face-to-Face standards**

We will attend to you promptly when you are visiting our premises.  
All public areas in our offices will be clean, comfortable and smoke-free, with all facilities well clearly displayed.

### **Our Telephone Standards**



### *We will aim to:*

- answer calls to our switchboard within 15 seconds and staff will answer bilingually with the Welsh Triathlon name.
- answer calls within the organisation and other facilities within 6 rings, with staff giving their name (where appropriate)
- transfer your call no more than once when answering a query but if this is not possible we will take your details and contact you with the information you require.
- we will, whenever possible, direct you to the correct service provider if the service you are asking about is provided by another organisation.
- we will monitor our telephone calls to ensure that our standards for answering calls are met.

### **Our Written Standards**

#### *We will:*

- acknowledge all written correspondence requiring a response, including e-mails and faxes within 3 working days.
- provide a response, where required, to all written correspondence including emails and faxes within 10 working days. If this is not possible because, for example, the subject requires greater attention or prolonged investigation, we will contact you to explain the reason for the delay and wherever possible, give you a date when you can expect a further response from us.
- provide you with the contact details of the person dealing with, or who has dealt with, your enquiry or request.

### **How to contact us**

#### Switchboard:

0300 3003128

Core Hours 0900 to 1600 Monday to Friday

Office/Delivery Address: Welsh Triathlon, Sophia Gardens, CF11 9SW

Website: [www.welshtriathlon.org](http://www.welshtriathlon.org)

### **Our Comments and Complaints Procedure**



Welsh Triathlon is committed to continuous improvement and we recognise that we can always do better.

We have a Customer Complaints Procedure that includes clear standards so that you know what to expect from us. There is also a review procedure so that if you are unhappy with the response you receive you can have it reviewed by the Executive Officer.

- On-line details are available on our website at [www.welshtriathlon.org](http://www.welshtriathlon.org)
- e-mail us at [admin@welshtriathlon.org](mailto:admin@welshtriathlon.org)
- phone us on 0300 300 3128

### **Equality Statement**

Welsh Triathlon is fully dedicated and committed to promoting a culture of inclusion and equality throughout the community of triathlon in Wales.

### **Feedback**

Welsh Triathlon is happy to receive feedback and suggestions on any way to improve the service.