



Welsh Triathlon  
Customer Charter

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Approved By:	The Board of Welsh Triathlon	Date: July 2022

**OUR PURPOSE**

To develop a triathlon community that enhances the well-being of current and future generations in Wales.



**EIN PWRPAS**

Datblygu cymuned triathlon sy'n gwella ies cenedlaethau heddiw ac yfory yng Nghymru.

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## Welsh Triathlon Customer Charter

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:

***By 2030, we will be widely recognised for enhancing wellbeing in Wales by driving a successful, inclusive, and sustainable sporting community***  
**Datblygu cymuned triathlon sy'n gwella lles cenedlaethau heddiw ac yfory yng Nghymru**

Our purpose is to:

***Develop a triathlon community that enhances the wellbeing of current and future generation***

Erbyn 2030, bydd gennym enw da a gydnabyddir yn eang am wella lles yng Nghymru drwy lywio cymuned chwaraeon lwyddiannus, gynhwysol a chynaliadwy

### Our Values

Welsh Triathlon has these values;

- Respect
- Ambition
- Teamwork
- Integrity

We recognise that in order to achieve this vision, purpose and adhere to our values 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 affiliated 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, virtually 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 additional 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 Virtual Standards

We will aim to:

- Acknowledge all emails requiring a response within 3 working days of receipt.
- Provide a response, where required, to all emails 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.
- Answer all online calls (teams, zoom etc) within 6 rings.
- We will, whenever needed, direct you to the correct staff member to help with your query, or provide you with the contact details of the best person to deal with your request.

### Our Telephone Standards

We will aim to:

- Answer calls to our office line 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 within 3 working days of receipt of the letter.
- Provide a response, where required, to all written correspondence 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 - 1000 to 1500 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 Complaints Procedure that can be found on our website under Governance, which 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 Chief Executive Officer.

- Details are available on our website at [www.welshtriathlon.org](http://www.welshtriathlon.org)
- Email us at [admin@welshtriathlon.org](mailto:admin@welshtriathlon.org)
- Phone us on 0300 300 3128

### Inclusion Statement

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

### Feedback



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

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