



## Customer Charter

### Aims

It is our aim to provide excellent, high quality customer services to our customers whether members or non-members.

Wales Golf's primary aims are to provide a high level of customer service which is professional, available at reasonable hours and approachable for our members.

In addition, Wales Golf aims where funding allows to provide non-members, recreational users of the sport and other members of the general public who may 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 a high level of customer service is provided by Wales Golf to those members and by those members to the public

To use the latest technologies whether by email or website to ensure that all information relating to the governance, rules, administration and operation of the sport are readily available in an easy and accessible format.

### General Communications

We will try to respond to any letter, fax or e-mail correspondence within 48 hours of receipt, and within 7 working days of receipt during peak times of the season. If it is not possible to provide a full response to a request within that time, an acknowledgement will be sent and a detailed reply will follow within 28 working days of the original communication.

### Contact with Golf Union of Wales

By Post        Wales Golf, Catsash, Newport, Gwent, NP18 1JQ  
By Phone      01633-436040  
By Email      [office@walesgolf.org](mailto:office@walesgolf.org)  
By Website    [www.walesgolf.org](http://www.walesgolf.org)

### Complaints

We will attempt to resolve all justifiable complaints within 20 working days. On receipt an initial response acknowledging receipt must be given within 48 hours. The written acknowledgement must identify the issues to be investigated. Once the complaint has been received in writing, Golf Union of Wales has 20 working days to respond in writing to the complainant. If, however, this cannot be done, we promise to keep the complainant updated on the progress of the complaint.

The Chief Executive Officer will appoint a person (staff member or committee member) to investigate the complaint. The investigation findings and resulting actions will be communicated to the complainant in writing.

### Staff Conduct

Wales Golf staff will conduct themselves in a courteous, efficient and responsive manner in all

dealings with our customers. We are committed to treating all persons equally and are committed to offering our members a high-quality service and speedy response to requests. When you contact our HQ, we expect that:

- a) Your call will be answered by a staff member
- b) You will be greeted in a welcoming way
- c) The staff member will be knowledgeable when dealing with your request
- d) Your request will be dealt with efficiently
- e) If you request an item to be sent in the post or by email then this will be carried out as soon as practically possible.
- f) If you do have to leave a message on a normal working day e.g. if a staff member is away from their desk then you will be contacted on the day of your request.

## **Feedback**

Wales Golf is happy to receive feedback and suggestions on any way to improve the service to its members.

## **Appeals**

If you are not happy with the outcome of your complaint you may appeal. If you do not submit an appeal, we will assume that you are satisfied with the outcome.

1. If you wish to appeal you should set out the basis for your appeal in a written statement explaining that you wish to appeal.
2. You should send or give this statement (or a copy of it) to the Chief Executive within 5 working days of the date on which you receive the written confirmation of the outcome referred to in 1 above.
3. The appeal will consist of a meeting at a time and date agreed at which you will be able to make your case as to why you are unhappy with the original outcome. Usually, the appeal meeting will be conducted by a manager who is senior to the manager who initially considered your complaint.
4. You will be required to take all reasonable steps to attend the appeal meeting. You will have the right to be accompanied at the meeting.
5. The manager hearing your appeal will decide whether or not to uphold the original outcome. His/her decision, together with the reasons for this decision, will be confirmed to you in writing as soon as possible and will be final and binding

Last Review April 2019

Next Review April 2022