



## Welsh Target Shooting Federation Charter

This charter is our promise to you about the levels of customer service you can expect from every member of staff here at the WTSF. It sets out our customer service principles and the service standards that we aim to meet.

### Our customer service principles

We will demonstrate our commitment to excellent customer service by:

- Dealing with your enquiries professionally and efficiently.
- Treating your enquiries seriously, aiming for the right answer the first time.
- Being polite, courteous and clear about what can and cannot be done.
- Treating all people fairly and recognising your point of view.
- Actively seeking your views to help us improve the service.
- Promoting equal opportunities in all areas of service delivery.
- Providing an accessible service.

### Customer service standards

Welsh Target Shooting Federation

- All staff and officials will treat customers politely.
- If you have a meeting or appointment we will ensure that these are kept in a timely manner.

### Telephone contact

Your calls will be answered as soon as possible.

- Where this is not possible, you will be given the option to leave a message which will be acted on.
- When answering the telephone we will give our name.
- If we cannot answer your query immediately, we will agree a timescale with you.

### Written contact

- If you write to us, by post, fax or email we will reply within 10 working days.
- We will use plain language in our reply.

### How well are we doing

We will check how well we are doing against these standards by:

- Carrying out spot checks and internal audits.
- Monitoring complaints and your feedback through regular satisfaction surveys.

These service standards will be reviewed if you can think of ways to improve them please let us know.

You can contact us by:

Post: WTSF Office, Sport Wales National Centre, Sophia Gardens, Cardiff, CF11 9SW

Phone: 02920 334932

Email: [paul.donovan@wtsf.org.uk](mailto:paul.donovan@wtsf.org.uk) or [martin.watkins@wtsf.org.uk](mailto:martin.watkins@wtsf.org.uk)