

CUSTOMER SERVICE CHARTER

TENNIS WALES LTD

Mission Statement

Tennis Wales' mission is to transform Welsh communities through tennis, as we work towards our vision of tennis opened up across Wales. As the National Governing Body for tennis and padel in Wales, we will endeavour to act in the best interests of Welsh tennis and padel at all times in accordance with our organisational values; Fair Play, Embrace Wales, Progress Together and Grow through tennis.

Customer Service

We know you value good customer service and thus we aim to:

- Provide a friendly, professional and informative service to our customers
- Create a welcoming and relaxed environment at events
- Acknowledge and/or reply to written correspondence within 72 working hours
- If we don't have the information you require, we will help you to find it

Informative

- We will provide our customers with professional advice
- We will provide our customers with the latest available information to support their activities
- We will maintain a website to provide useful and important information

Supporting

- We will provide our customers with resources to support their activities
- We will help provide our customers with useful contacts

Communication

- We will provide regular communication to the tennis and padel community through appropriate channels and with the appropriate frequency

Listen

- We will actively seek feedback from the community on our work to ensure continuous improvement
- We will listen to and carefully consider all feedback, complaints and suggestions received and we will take appropriate actions