

Tennis Wales Customer Charter

Mission Statement

Tennis Wales' mission is to grow the game of tennis in Wales and to create a pathway which can effectively support talented tennis players to achieve their full potential. This will be achieved using the available financial resources, staff, volunteers, and partners in the best way possible.

We will endeavour to act in the best interests of Welsh tennis at all times according to our mission statement

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
- Maintain a manned office during our core business hours of Monday to Friday 9.00am – 5.00pm. Should this not be possible further contact information will be provided
- Reply to messages the following working day wherever possible
- Acknowledge written correspondence within 3 days
- 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 community through appropriate channels and with the appropriate frequency

Listen

- We will listen to and carefully consider all feedback, complaints and suggestions received and we will take appropriate actions

Revised: 12/06/2018 by CEO & Team

To be reviewed before : June 2020