

CUSTOMER CHARTER

Welsh Rowing is the National Governing Body for rowing (on rivers, the sea and indoor) in Wales. Welsh Rowing is an incorporated body that works with the Sport Wales to raise the awareness of and participation in rowing within Wales. Welsh Rowing is self-governing for rowing in Wales, but values a close working relationship with Welsh Sea Rowing Association, British Rowing, the National Governing Body for rowing in England and for GB rowing teams on coaching development, competitions and safety amongst other issues.



Customer Charter Aims

To provide a high level of customer service by Welsh Rowing 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 member clubs and other affiliates and associates to ensure that a high level of customer service is provided by Welsh Rowing 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 to find and accessible format.

Contact with Welsh Rowing

By Post – Sport Wales National Centre, Sophia Close, Cardiff, CF11 9SW

By Phone – 07890 992858

By Email – admin@welshrowing.com

By Website - www.welshrowing.com

By Social Media - @welshrowing or www.facebook.com/welshrowing

General Communications - we will try to respond to any letter or e-mail correspondence within 48 hours of receipt minimum 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.

Complaints – Welsh Rowing has a comprehensive complaints policy, available on the website or by contacting the COO.

Feedback

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