

Customer Charter

23 March 2026

Paddle Scotland: Our Shared Commitment

Looking after our sport and each other

At Paddle Scotland, we are proud to support a community that is welcoming, safe, and open to everyone. Whether you are a member, a volunteer, a coach, a stakeholder or part of our staff team, we believe every conversation should be based on mutual respect.

This Charter sets out the standards we promise to uphold and the way we expect our members to engage with the organisation.

This Charter outlines the standards we hold ourselves to and the expectations we have for our members.

1. Our Promise to You

Our staff and lead volunteers are here to help. When you deal with us, you can expect us to:

- **Be Fair and Honest:** Provide clear, straightforward, and accurate information about memberships, qualifications, and safety.
- **Be Approachable:** Treat everyone with equal respect, regardless of their background, identity, or experience on the water.
- **Listen and Act:** Acknowledge your enquiries promptly and work to resolve any issues with empathy and common sense.
- **Keep You Informed:** Ensure our guidance always puts the safety and wellbeing of the Scottish paddling community first.

2. Playing Your Part

To keep our community a positive place for everyone, we ask our members and participants to:

- **Be Kind:** Treat staff, volunteers, and fellow paddlers with courtesy, whether you're speaking in person, on the phone, or posting online.
- **Safeguard our Sport:** Act as an ambassador for paddling by following safety guidelines and respecting Scotland's natural environment.
- **Give Feedback Helpfully:** If you have a suggestion or a complaint, please share it with us in a way that is respectful and focused on finding a solution.

3. A Safe Environment (Zero Tolerance)

Everyone has the right to do their job or enjoy their sport without being targeted by abuse. Paddle Scotland operates a zero-tolerance policy toward any form of mistreatment of our staff or volunteers.

We will not accept:

- **Verbal Abuse:** Swearing, shouting, or using offensive, discriminatory, or derogatory language.
- **Harassment:** Bullying, persistent unwanted contact, or "trolling" and hostility on social media.
- **Intimidation:** Any form of physical or verbal threats.

Our Action: We reserve the right to end a conversation, restrict access to our services, or revoke membership if these standards are not met. Any behaviour involving criminal activity will be reported to Police Scotland

4. Working Together

We know that things don't always go perfectly, and frustrations can happen. However, we believe the best way forward is always through calm and respectful conversation.

By following this Charter, we make sure that Paddle Scotland remains a friendly and safe space for everyone to enjoy our waters.