



PADDLE
CYMRU

Customer Charter

www.paddlecymru.org.uk

Customer Charter

Last Review:	21 October 2025
Next Review:	21 October 2028

Our commitment

We will endeavour to act in the best interests of Welsh paddlesport at all times.

Customer service aims

At Paddle Cymru we believe that you as our customer deserve the best customer service available, and therefore we aim to:

- Provide a friendly, professional and informative service to our members;
- Create a welcoming and relaxed environment at events;
- Reply to messages the following working day where possible;
- Acknowledge written correspondence within 2 days where possible;
- Reply to voicemails and return phone calls within 36 hours where possible;
- If we don't have the information you require, we will help you find it;
- If we are at a competition, coaching, out of the office or on annual leave we will inform you via our out of office replies.

What can you expect from us?

- Courteous, professional and enthusiastic staff who will greet you in a friendly way and identify themselves by first name.
- Staff with the knowledge, authority and responsibility to deal with your enquiries or to be able to refer you to someone who has.
- A solution-oriented focus when dealing with your questions and a commitment to working with you.
- Confidentiality and respect for your privacy.
- Up-to-date information on our website and social media.