



## Customer Charter Policy

Approved: October 2016

Reviewed: October 2019

## **CUSTOMER CHARTER**

### **WHO ARE WE AND WHAT WE DO**

#### **Who are we?**

The Wales Weightlifting Federation was formed in 1927 whose purpose is to promote and develop weightlifting. It followed a visit by Herman Goerner, a famous German strongman, to the Market Hall, Llanelli to give a display of his prowess in weightlifting.

Welsh weightlifter first competed in the Commonwealth Games in 1954 where it won its first Commonwealth Games medals.

Weightlifting Wales has organised European and Commonwealth Championships at Cardiff as well as the famous Silver Dragon International Tournaments and World Cup. It is responsible for Welsh Championships at all age levels and selects the national team for international competitions and World Championships.

The Federation was formed in 1927 and in 2004 was admitted as a full member of the International Weightlifting Federation.

On the 24<sup>th</sup> September 2013, we became a Ltd company – Wales Weightlifting Federation Ltd Company Number 8704264.

#### **How are we funded?**

Currently Weightlifting Wales (WW) is primarily funded and supported by Sport Wales.

#### **What do we do?**

We aim equally to foster competitive achievement in lifting and to promote the opportunity for all to enjoy the wider benefits of using weights, in a drug-free environment.

We seek to support all lifters in their competitive ambitions, in age, gender, disability or other groups, and to maximise success in international competitions.

We seek to support all who wish to use weights for fitness, strength and sports performance, through promoting safe weight training practices and standards.

## **OUR STANDARDS**

### **Governance and accountability**

As an organisation WW is committed to ensuring good governance and accountability.

### **Enquiries**

All enquiries in the first instance should be directed to the head office:

Wales Weightlifting Federation Ltd  
Canolfan Brailsford  
Ffriddoed Road  
Bangor University  
Bangor  
Gwynedd  
LL57 2EH

Phone Number: 01248 388 194  
Email: walesweightlifting@hotmail.co.uk

## **OUR COMMITMENTS TO YOU**

### **We are knowledgeable and authoritative**

We will always try to make sure that our staff are well-informed, reliable and confident and that the information they give you is accurate and up-to-date.

### **We are accountable**

Our staff give their names on the phone, in letters and in messages so that you know who you are dealing with.

### **We are fair and inclusive**

Wales Weightlifting Federation Ltd

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Wales Weightlifting Federation Ltd, Canolfan Brailsford, Ffriddoedd Road, Bangor, LL57 2EH

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<http://www.weightlifting.wales/>    Tel: (01248) 388194

We will always try to treat you fairly and consistently. We recognise that we have a wide range of customers, with different needs, and aim to make sure that nothing stands in the way of everyone receiving the same good service.

**We are polite, sensitive and respectful**

Our staff will behave in a polite and professional way and respect your rights. In return, we expect our staff to be treated properly. We will not tolerate verbal or physical abuse against them.

**CONTACT US**

If you are happy with our service, please tell us. It helps us to identify good practice and encourages our staff. If you are not happy with our service, please let us know how we can improve it.

**CALL US ON**

Phone number: 01248 388 194

**VISIT OUR WEBSITE**

<http://www.weightlifting.wales/>

**VISIT OUR FACEBOOK PAGE**

Weightlifting Wales

**TWEET US ON**

@WelshWeightlift