



Customer Charter Policy

Approved: September 2018

Reviewed: September 2022

Pembrokeshire Weightlifting; Company number 10204930; Sir Thomas Picton Sports Centre, Queensway, Haverfordwest, Pembrokeshire, SA62 2NX

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CUSTOMER CHARTER

WHO ARE WE AND WHAT WE DO

Who are we?

A group of highly qualified volunteers who have a vast amount knowledge and expertise of high Performance sport, Strength, Power, Speed, training, competition, physical education, additional learning needs, grass roots participation, officiating, disability sport, social interaction and inclusion of those from disadvantaged backgrounds.

A Social Enterprise “Pembrokeshire Weightlifting” Known as Strength Academy Wales

How are we funded?

Pembrokeshire Weightlifting is funded by a membership scheme, also supported by a number of organisations which provide funding for coach education and equipment.

What do we do?

Inspire Pembrokeshire to participate in Weightlifting, Disability Powerlifting, sports conditioning, health, fitness and well-being. Promote social inclusion through sporting experiences, reducing barriers to sport, opening up participation, providing opportunities for disadvantaged groups to benefit from activities. Changing perceptions, attitudes and increasing participation. Tackling obesity. Connecting and engaging members of all abilities through similar activities, together and fully inclusive. Using sport not just as a medium to compete and gain health benefits but developing members social and life skills.

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:

STP Sports centre address

07913945501

Simon.roach@strengthacademy.wales

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

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: 07913945501

VISIT OUR WEBSITE

<http://www.strengthacademy.wales>

VISIT OUR FACEBOOK PAGE

Pembrokeshire Weightlifting

TWEET US ON

[@academy_wales](https://twitter.com/academy_wales)