



CUSTOMER SERVICE CHARTER

SPORT WALES NATIONAL CENTRE IS THE NATIONAL SPORTS CENTRE FOR WALES AND IS PART OF A NETWORK OF FACILITIES AIMING TO ENSURE THAT WELSH ATHLETES ARE ABLE TO ACCESS HIGH QUALITY FACILITIES AND SERVICES THAT SUPPORT THEM TO DELIVER ONGOING SUCCESS ON THE INTERNATIONAL STAGE.

IN ADDITION TO SUPPORTING NATIONAL GOVERNING BODIES OF SPORT, FACILITIES ARE ALSO MADE AVAILABLE TO THE COMMUNITY.

WE AIM TO PROVIDE INSPIRATIONAL FACILITIES AND AN EXCEPTIONAL SERVICE BY SETTING STANDARDS AND TARGETS WHICH WILL BE REGULARLY MONITORED AND THE RESULTS MADE AVAILABLE TO VIEW.

For further details, please pick up our Customer Service Charter leaflet or visit our website.

SUPPORTING NATIONAL GOVERNING BODIES OF SPORT TO EXCEL ON THE INTERNATIONAL STAGE AND DEVELOPING INSPIRATIONAL FACILITIES THAT PROVIDE EXCEPTIONAL SERVICE

TARGET

To provide facilities in accordance with national governing body needs.

- 26,500 hours of use per year by 2017/18.
- Review national governing body requirements annually.

Operate facilities to recognised industry standards.

- Achieve an 'Excellent' rating in the Quest (UK quality scheme for sport and leisure) external assessment and not fall below 'good'.
- Continue to achieve Customer Service Excellence status.
- Continue to achieve level two of the Green Dragon Environmental Standard.
- Continue to achieve Investors in People.
- Continue to achieve one star Guest and three star Campus Quality accommodation rating.
- Continue to achieve a National Food Hygiene rating of 5 (very good) and 'Gold' in All Wales Healthy Options Award.

Provide suitable and sufficient facilities and equipment for all users.

- Achieve an overall satisfaction rating of 'good' and not fall below average in the customer user survey.
- Achieve an overall satisfaction rating of 'good' and not fall below average in the customer feedback forms.
- Preparation for bookings and events will be completed before the scheduled start time.
- Modernise the accommodation facilities.

Provide a quality catering and residential service offering value for money.

- Provide a balanced menu appropriate to the needs of national governing bodies of sport, elite athletes and other customers.
- Achieve an overall satisfaction rating of 'good' and not fall below average in the customer user survey.
- Achieve an overall satisfaction rating of 'good' and not fall below average in the customer feedback forms.

Maintain a clean and hygienic facility and make improvements in environmental and energy management.

- Achieve a rating of 'Excellent' for the level of cleaning and housekeeping during Quest and mystery visitor assessments and not fall below 'good'.
- All areas will be clean and tidy and meet customer expectations.
- Achieve an overall satisfaction rating of 'good' and not fall below average in the customer feedback forms.
- Reduce combined gas and electrical consumption by 5% by 2017/18 (base year 2014/15).

To provide a professional, helpful and friendly service.

- All staff will have their names on visible display.
- Provide a minimum of one months notice when the centre is to close i.e. Christmas.
- Provide 2 weeks' notice if a facility is not available unless due to unforeseen circumstances.
- Acknowledge customer complaints within 2 working days and respond in full within 10 working days.

Consult regularly with customers.

- Meet with appropriate governing bodies of sport twice a year.
- Undertake a survey of users every two years.
- Operate a customer comments system and publicise the results.

SPORT WALES NATIONAL CENTRE

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sportwales
chwaraeioncymru



SIARTER GWASANAETHAU CWSMERIAID

CANOLFAN GENEDLAETHOL CHWARAEON CYMRU YW'R GANOLFAN CHWARAEON GENEDLAETHOL AR GYFER CYMRU AC MAE'N RHAN O RWYDWAITH O GYFLEUSTERAU SY'N CEISIO SICRHAU BOD ATHLETWYR CYMRU'N GALLU GWNEUD DEFNYDD O GYFLEUSTERAU A GWASANAETHAU O SAFON UCHEL SY'N EU CEFNOGI I SICRHAU LLWYDDIANT PARHAUS AR Y LLWYFAN RHYNGWLADOL.

YN YCHWANEGOL AT GEFNOGI CYRFF RHEOLI CHWARAEON CENEDLAETHOL, MAE EIN CYFLEUSTERAU CHWARAEON NI AR GAEL HEFYD I'R GYMUNED.

RYDYM YN CEISIO DARPARU CYFLEUSTERAU YSBRYDOLEDIG A GWASANAETH EITHRIADOL DRWY OSOD SAFONAU A THARGEDAU A FYDD YN CAEL EU MONITRO'N RHEOLAIDD, AC MAE'R CANLYNIADAU AR GAEL I'W GWELD.

I gael rhagor o fanylion, ewch â thaflen Siarter Gwasanaethau Cwsmeriaid gyda chi neu ewch i'n gwefan ni.

CEFNOGI CYRFF RHEOLI CHWARAEON CENEDLAETHOL I RAGORI AR Y LLWYFAN RHYNGWLADOL A DATBLYGU CYFLEUSTERAU YSBRYDOLEDIG SY'N DARPARU GWASANAETH EITHRIADOL

TARGED

Darparu cyfleusterau yn unol ag anghenion cyrff rheoli chwaraeon cenedlaethol.

- 26,500 awr o ddefnydd y flwyddyn erbyn 2017/18.
- Adolygu gofynion y cyrff rheoli cenedlaethol yn flynyddol.

Gweithredu cyfleusterau yn unol â safonau cydnabyddedig y diwydiant.

- Sicrhau gradd 'Rhagoriaeth' yn asesiad allanol Quest (cynllun sicrhau ansawdd y DU ar gyfer chwaraeon a hamdden) heb fynd yn is na 'Da'.
- Parhau i sicrhau statws Rhagoriaeth am Wasanaethau i Gwsmeriaid.
- Parhau i gyrraedd Lefel Dau Safon Amgylcheddol y Ddraig Werdd.
- Parhau i sicrhau statws Buddsoddwyr Mewn Pobl.
- Parhau i ennill un seren am safon y Llety aros a thair seren am safon y Campws.
- Parhau i ennill gradd 5 mewn Hylendid Bwyd Cenedlaethol (da iawn) a Dyfarniad Aur Opsiynau Iach Cymru Gyfan.

Darparu cyfleusterau ac offer addas a digonol ar gyfer y defnyddwyr i gyd.

- Sicrhau gradd 'da' o ran boddhad cyffredinol a pheidio â chael dim is na 'gweddol' yn yr arolwg ar ddefnyddwyr.
- Sicrhau gradd 'da' o ran boddhad cyffredinol a pheidio â chael dim is na 'gweddol' yn ffurflenni adborth y cwsmeriaid.
- Paratoi ar gyfer archebion a digwyddiadau cyn yr amser cychwyn a drefnwyd.
- Moderneiddio cyfleusterau'r llety.

Darparu gwasanaeth arlwy o safon, sy'n cynnig gwerth am arian.

- Darparu bwydlen gytbwys sy'n briodol i anghenion cyrff rheoli chwaraeon cenedlaethol, athletwyr elitaidd a chwsmeriaid eraill.
- Sicrhau gradd 'da' o ran boddhad cyffredinol a pheidio â chael dim is na 'gweddol' yn yr arolwg ar ddefnyddwyr.
- Sicrhau gradd 'da' o ran boddhad cyffredinol a pheidio â chael dim is na 'gweddol' yn ffurflenni adborth y cwsmeriaid.

Cynnal cyfleuster glân ac iach a gwneud gwelliannau mewn rheolaeth amgylcheddol a rheolaeth ar ynni.

- Sicrhau gradd 'Rhagorol' ar gyfer lefel y glanhau a'r cadw t yn ystod asesiadau Quest ac asesiadau'r ymwelwyr dirgel, a pheidio â chael dim is na 'da'.
- Bydd pob man yn lân a thaclus ac yn bodloni disgwyliadau'r cwsmeriaid.
- Sicrhau gradd 'da' o ran boddhad cyffredinol a pheidio â mynd dim is na 'gweddol' yn ffurflenni adborth y cwsmeriaid.
- Sicrhau gostyngiad o 5% yn y defnydd ar y cyd o nwy a thrydan erbyn 2017/18 (blwyddyn sylfaen 2014/15).

Darparu gwasanaeth proffesiynol a chyfeillgar gan gynnig cymorth parod.

- Enw pob aelod o staff yn cael ei arddangos yn glir.
- Darparu lleiafswm o fis o rybudd o gyfnod cau'r ganolfan h.y. dros y Nadolig.
- Rhoi pythefnos o rybudd os na fydd cyfleuster ar gael, os nad yw'r amgylchiadau'n gwbl annisgwyl.
- Cydnabod unrhyw gwynion gan gwsmeriaid o fewn 2 ddiwrnod gwaith ac ymateb yn llawn o fewn 10 niwrnod gwaith.

Ymgynghori'n rheolaidd â chwsmeriaid.

- Cyfarfod cyrff rheoli chwaraeon priodol ddwywaith y flwyddyn.
- Cynnal arolwg ar ddefnyddwyr bob dwy flynedd.
- Gweithredu system sylwadau'r cwsmeriaid a chyhoeddi'r canlyniadau.

**CANOLFAN
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