



Reviewed and Updated: Mark Jones and Stephen Jones 2023
Next Review: January 2025

WRL Customer Charter

Wales Rugby League is committed to providing excellent service to all its customers. This Charter sets out Wales Rugby League's policies.

Mission Statement

'To increase the awareness of Rugby League in Wales through a lifelong participation in the sport'

Values:

PASSION

To never give up; believe in feedback and not failure; strive to make our people happier and above all to have a compelling emotion for our Vision.

INTEGRITY

To have unity; transparency and to work effectively towards our Mission Statement.

RESPECT

To work with a demonstrative admiration and consideration alongside our colleagues to enhance our International esteem.

INNOVATION

Develop and improve everything we do as we grow & sustain participation numbers through creative and progressive concepts

Object:

The objects of Wales Rugby League as set out in Constitution are "to foster, develop, extend, govern and administrate the Game throughout Wales and to bring together the Members and others for the purpose of achieving the Company's objects."

For the purpose of fulfilling its objects the Company shall have the following powers:

- (a) To make, amend and enforce such rules and regulations as the Company shall deem necessary to carry out the objects of the Company.



- (b) To make and carry into effect such schemes and policies as the Company shall from time to time deem fit.
- (c) To determine, amend, uphold and enforce the Laws of the Game.
- (d) To provide interpretations and guidance on the Laws of the Game.
- (e) To promote, recognise and assist in the planning and organisation of matches, tours and tournaments involving Members.
- (f) To raise money by levies on Members and through other external sources as appropriate.
- (g) Subject to these Articles, to distribute monies among Members.
- (h) To employ such staff, and on such conditions, as it considers appropriate.
- (i) To acquire such assets as it shall consider necessary.
- (j) To promote the values of equal opportunities and to ensure that the processes, philosophy and culture within the WRL and the game are free from bias and discrimination.
- (k) To generally to do all things as it shall consider incidental or conducive to the fulfilment of the objects of the Company.

The Company shall abide by all rules and regulations of the RLEF and RLIF and the Members shall ensure that all decisions taken by the Company are consistent with the rules and regulations of the RLEF and RLIF.

The Company shall re-invest all profits in the Game and to meet the objects set out above.

Customer Service

Aims

To provide a high level of customer service by WRL which is professional and approachable for supporters and other members of the general public who need help, advice and information on any aspect of the League's activities or services.

To work with member clubs and associations to ensure that a high level of customer service is provided by WRL to those members and by those members to the public.



Contact with WRL

BY POST - **Wales Rugby League**, Sport Wales, Sophia Gardens, Pontcanna, Cardiff. CF11 9SW

BY E-MAIL - info@walesrugbyleague.co.uk

BY WEBSITE - www.walesrugbyleague.co.uk

We will try to respond to any letter or e-mail within seven working days of receipt of such communication. If it is not possible to provide a full response to the issue raised within that time, an acknowledgement will be sent and a detailed reply will follow within 28 working days of the original communication.

We will attempt to resolve all justifiable complaints within 28 working days. If, however, this cannot be done, we promise to keep the complainant updated on the progress of the complaint.

Misconduct Complaints

All complaints of alleged misconduct should be addressed to WRL General Manager Mark Jones mark.jones@walesrugbyleague.co.uk complainants may be required to complete an official complaint form.

Staff Conduct

Wales Rugby League staff will conduct themselves in a courteous and responsive manner in all dealings with customers. Wales Rugby League is committed to treating all persons equally. All complaints of misconduct made about a member of WRL staff will be forwarded to the WRL Chairman.