



# Racquetball Association of Ireland

## Complaint Form

The Racquetball Association of Ireland is committed to ensuring that all of our members receive the best possible service. We welcome feedback from members when they experience problems and treat feedback as an opportunity to help us to improve our service delivery.

We endeavour to handle all complaints fairly and work towards solving complaints in a courteous and timely manner.

### How to Make a Complaint

You may refer your complaint to the Secretary of the Board who will be happy to assist you. Alternatively, you can use the form below to describe the nature of your complaint and email the completed form to: [info@racquetball.ie](mailto:info@racquetball.ie)

You may also post your completed complaint form to:  
Racquetball Association of Ireland, 8 Cashel Park, Castlebar, Co Mayo

Name of Complainant:

Address:

Telephone Number:

Email:

Date of Complaint:  Location:

Please describe in detail the nature of your complaint: *(please us separate page if necessary)*

Please describe what actions can be taken to effectively deal with this complaint: *(please us separate page if necessary)*

### FOR RAI USE ONLY

Name of RAI member taking complaint:

Name of person investigating complaint:

Results of investigation Action(s) taken

Date complainant contacted with the results of the investigation and action(s) taken: (-- /-- /---- )

Form created	2021
Form reviewed	20 <sup>th</sup> July 2024

Please use this page for additional information.