



## **Complaints Policy Racquetball Association of Ireland**

Dated: 5th March 2021  
[www.racquetball.ie](http://www.racquetball.ie)

The Racquetball Association of Ireland complaints policy is outlined in this document.

### **The Association's policy is:**

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at the Racquetball Association of Ireland is aware what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Racquetball Association of Ireland.

### **Origin of Complaints**

Complaints may come from any person or organisation who has a legitimate interest in the Racquetball Association of Ireland, e.g. members, funders, members of the local community etc. A complaint may be received verbally, by phone, email or in writing.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the President.

### **Review**

This policy is reviewed every three years and updated as required.

## **Complaints Procedure**

### **Contact Details for Complaints**

Written complaints may be sent to the Secretary of the Association, contact details on [www.racquetball.ie](http://www.racquetball.ie) or by e-mail at [info@racquetball.ie](mailto:info@racquetball.ie)

Verbal complaints may be made by phone to 087 9234514 or in person to any of the board members.

The complaint where possible must be followed up in writing by the complainant within 7 days of making the verbal complaint.

### **Receiving Complaints**

Complaints received by telephone or in person must be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to the Racquetball Association of Ireland.
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- Written accounts should be submitted within 7 days of the verbal complaint being made.

### **Practical Guidance for Handling Verbal Complaints**

- Remain calm and respectful throughout the conversation.
- Listen - allow the person to talk about the complaint in their own words.
- Sometimes a person just wants to "let off steam".
- Don't debate the facts in the first instance, especially if the person is angry.
- Show an interest in what is being said.
- Obtain details about the complaint before any personal details.
- Ask for clarification wherever necessary.
- Show that you have understood the complaint by reflecting back what you have noted down

- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologies.
- Ask the person what they would like done to resolve the issue.
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver.
- Give clear and valid reasons why requests cannot be met.
- Make sure that the person understands what they have been told.
- Wherever appropriate, inform the person about the available avenues of review or appeal.

## **Resolving Complaints**

### **Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about.

If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the President by email within one week.

On receiving the complaint, the secretary records it.

If it has not already been resolved, they should identify the appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week.

The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this Complaints Procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks.

If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is officially reviewed by the President.

At this stage, the complaint will also be passed to the President of the Racquetball Association of Ireland to note.

If you are not satisfied with the response you receive at Stage One, you can take this further by writing to the President by letter or e-mail.

Please tell us, if you have not already:

- what happened;
- when it happened;
- who dealt with you;
- what you would like us to do to put things right.

You must do this within two weeks of receiving our response to stage one.

If you cannot make your complaint in writing, please contact [info@racquetball.ie](mailto:info@racquetball.ie)

Dated 4th June 2021

Document Reviewed\* [date]

\*This document is to be reviewed every three years or whenever necessary.

[www.racquetball.ie](http://www.racquetball.ie)