



Complaint Policy

January 2014

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Complaint Policy

If you notice something not right about how Student Sport Ireland does its business or notice that representatives are behaving in an inappropriate manner then please **SPEAK UP**

Contact the Student Sport Ireland President via email at carmel.lynch@itcarlow.ie

1. Complaints

- i. SSI is committed to providing all its members and customers with a high quality service. While the Directors, members and staff work hard to achieve this, we are aware that sometimes others may feel that they did not receive as good a service as expected

2. What does the Complaints Procedure cover?

- i. The Complaints procedure covers complaints about issues such as delays, mistakes and poor service provided by SSI to and by members, representatives, staff and customers. The Complaints Procedure does not cover any of the following:
 - a) Matters of policy
 - b) Matters that are the subject of litigation
 - c) Staff discipline is dealt with under SSI's Disciplinary Procedures.

3. How do I complain?

- i. If you are dissatisfied by some aspect of SSI's service and you feel able to, please express this to the person with whom you are dealing who will try to help
- ii. If you prefer, please ask to speak to a Board Director or the Development Manager who will try to help as we aim to resolve all difficulties at local level where possible
- iii. If you remain dissatisfied and wish to make a complaint, you can contact the President, who will arrange for your complaint to be formally investigated. If the incident involves the President then please forward complaint to another Director
- iv. Complaints may be made in writing to the SSI Office

4. What information do I need to provide when making a complaint?

- i. Your name, address and telephone number
- ii. Exactly what it is you are dissatisfied with
- iii. The name of the Director or representatives of SSI or the committee that dealt with you
- iv. The event, if applicable, at which incident occurred
- v. Forward copies of any relevant documentation/correspondence you may have
- vi. If SSI needs to make any reasonable adjustment to its environment to accommodate your complaint, please let us know as soon as possible

5. How does our complaints procedure work?

- i. Your complaint will be treated properly, fairly and impartially
- ii. Making a complaint will have no implications for your dealings with SSI
- iii. Persons involved in the complaint will in so far as it possible and practical not examine your complaint
- iv. Once the issue is reported to the President she will record the information and she or her nominee will initiate an investigation into the matter

- v. The course of investigation into the complaint that follows will depend on the nature of the complaint and category of the person being reported, as follows:
 - a) Complaints about SSI Staff - incidents will be investigated by the President or her nominee
 - b) Complaints about Directors or representatives of SSI - incidents will be investigated by the President or her nominee
 - c) Complaints about SSI events will be dealt with by the President or her nominee and reported to the appropriate committee that oversees that event
 - d) Complaints about SSI associated events will be dealt with by the President and if necessary referred to the associated organisation running the event/sport
- vi. If a complaints/investigation meeting is required it will be held in confidence
- vii. The person(s) with whom the complaint is being made will have the right to representation at such a meeting. This must be notified in writing to the SSI representative investigating the complaint
- viii. Those requested to attend the meeting will be told in advance what the purpose of the meeting, the nature of the complaint, the time and venue, their right to representation and the investigation may lead to sanctions
- ix. The person(s) with whom the complaint is being made will receive full details of the matter and will have full opportunity to respond
- x. The person will be told of their right to appeal
- xi. The person will be told in writing the outcome of the investigation

6. Outcome

- i. The President or her nominee will examine and review your complaint, and send a reply to you within ten days or as soon as possible following receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved
- ii. SSI will apologise for any mistake, explain what happened and put it right wherever possible
- iii. SSI will change the way we do things to avoid making the same mistake in future

7. Principle Guidelines

- i. The President or her nominee will investigate the matter, unless of course it involves the President herself then the matter will be referred to a Board Director not involved in the incident
- ii. All person's involved will be treated with dignity and courtesy
- iii. Individuality and diversity will be respected
- iv. Confidentiality will be maintained unless the matter is forwarded to the Garda, in which case full details may be requested by them
- v. If deemed appropriate the matter may be referred to the Director's institution or representatives organisation if required;
- vi. SSI may refer to member organisations policy and guidelines if SSI has not developed a particular policy, e.g. Sport Ireland Code of Ethics for Children's Sport

8. Sanctions

- i. No sanction shall be imposed until the matter has been investigated fully, unless potential repeat behaviour is deemed to be a threat to members
- ii. Sanctions will be enforced where appropriate and in line with SSI rules , e.g. where rules of competitions are not adhered to
- iii. Minor offences may incur verbal warnings, 2 or more verbal sanctions will move to more serious sanctions
- iv. More serious offences may incur suspension of membership for an appropriately deemed period or possible expulsion, without refund. And/or suspension of support and services of SSI and its members for the event for a deemed appropriate period of time

9. Appeals

- i. Appeals will be lodged to the President within 1 working week of the findings of the complaint
- ii. Sanctions will not be imposed during Appeals stage unless the behaviour is seemed serious enough to cause a threat to fellow members and SSI staff
- iii. Appeals will be heard by the President or her nominee.
- iv. The President or her nominee's decision will be final.