



TRIATHLON IRELAND

COMPLAINTS POLICY

1. Introduction & Scope

Triathlon Ireland (hereinafter referred to as TI) is committed to providing all its clients with a high quality service. While we work hard to achieve this, we are aware that on occasion, complaints will arise. As a result and in keeping with our commitment to excellence in customer service, we have introduced a Complaints Policy & Procedure.

These procedures were submitted to the Board of TI on Saturday 15th August 2015 and approved by the Board on [insert date]. All previous procedures are superseded by this version with effect from [insert date].

Any questions arising from the transition between previous procedures and these shall be determined by the CEO.

This document may be amended from time to time by the Board or by officers of the Association authorised by the Board to do so. The definitive text of this document in force from time to time is the version contained on the TI website. Any printed text or electronic copy held elsewhere is only a snapshot of the text at the time it is printed, copied or downloaded.

TI will follow up all complaints, including those that are raised anonymously. In some cases, without an identified complainant, TI is unlikely to be able to proceed with the complaint process, but, in all cases, an initial assessment will be made to consider whether there is sufficient substance in the complaint to warrant some initial enquiries or risk assessment.

2. Principles

- Where possible TI will seek to resolve complaints informally at staff level
- We will treat all complaints properly, fairly and impartially
- Making a complaint will have no implications for the complainant's future dealings with Triathlon Ireland
- Where complaints cannot be resolved informally, a standardised, transparent and fair complaints procedure will be invoked
- A formal complaint should be made in writing to the Complaints Officer where a complaint has not been resolved informally or where the matter is of a serious nature. Complaints of a serious nature would include gross misconduct, negligence or matters concerning the protection of young people or vulnerable adults.
- Complaints alleging criminal activity may be referred to the Gardai/PSNI.
- We will keep all complaints confidential and will only involve as many personnel or external parties as necessary. If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way.



3. What does our Complaints Procedure cover?

A complaint is an expression of dissatisfaction with the conduct of the organisation, its staff, committees, volunteer officers, athletes, or with alleged unfair practice in connection with the sport. Grounds for a complaint shall include but shall not be limited to the following:

- 'Maladministration' has taken place (for example, if we have delayed, made mistakes in or failed to follow our own procedures)
- We have failed to give you access to information or have given you incorrect advice or information
- We have not treated you politely
- We have discriminated against you, or not treated you fairly
- if the conduct of any individual, body, or organisation brings or is likely to bring the sport into disrepute;
- a breach of any of the Rules or Codes of Conduct applicable from time to time to Triathlon Ireland activities.

The Complaints procedure does not cover any of the following: -

- High Performance/Academy selections – selection appeal procedure outlined here([link to HP Selection Appeals Policy](#))
- Complaints regarding decisions made by Referees/Technical officials at events held under the jurisdiction of TI or its affiliated clubs
- Matters that are the subject of litigation or insurance claim
- Matters that have been referred to the Ombudsman.

4. How do I complain?

- **Stage 1:** If you are dissatisfied by some aspect of our service and you feel able to, please express this to the person with whom you are dealing who will try to resolve the complaint,
- **Stage 2:** If you prefer, please ask to speak to a manager who will try to help as we aim to resolve all difficulties at "local" level where possible,
- **Stage 3:** If you remain dissatisfied and wish to make a complaint, you can contact our Complaints Officer, who will arrange for your complaint to be formally investigated. Our complaints officer can be contacted in writing or by email to complaints@triathlonireland.com

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

By providing the following information, you can help to speed up the investigation of your complaint: -

- Your name, address, email and contact number,



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- Exactly what it is you are dissatisfied with
- The name of the staff members, volunteers or sections that the complaint relates to
- Remember also to forward us copies of any relevant documentation/correspondence you may have
- If Triathlon Ireland needs to make any reasonable adjustments to its environment to accommodate your complaint, please let us know as soon as possible

6. How does our complaints procedure work?

- A staff member/complaints panel other than those originally involved in the initial issue, will examine your complaint
- We 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
- It is intended that complaints procedures should be easily accessible, that all complaints are fully and fairly investigated, and that the complaints process should provide an effective response and appropriate redress.
- If you are not satisfied with the response to your complaint, you may request further information or appeal the outcome of your complaint to the CEO of Triathlon Ireland, or if the matter relates to the CEO, to the Board of TI through its President, who may decide to instigate a review of the complaint.

7. Contact Us

TRIATHLON IRELAND

Unit E2, Glencormack Business Park, Kilmacanogue, Co. Wicklow, Ireland

Email: complaints@triathlonireland.com

Web: www.triathlonireland.com

Phone: +353 (0) 1 274 1032