

## Complaints Policy

1. Hockey Ireland is committed to providing a high quality, transparent and accessible service to everyone we deal with. In order to do this, we need to know when we get things wrong. We want to help resolve your complaint as quickly as possible.
2. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.
3. **What is a complaint?**

Our policy covers complaints about:

- The standard of service you should expect from us;
- the behaviour of our staff in delivering that service;
- any action, or lack of action, by our staff, volunteer or others engaged on Hockey Ireland business.

We refer to these complaints as "service complaints".

Our complaints policy does not cover:

- Issues that are covered under disciplinary rules within Hockey Ireland
- comments about Hockey Ireland policies or policy decisions;
- dissatisfaction or complaints expressed with our policies or decisions about individual cases, funding, competition matters or matters that have already been fully investigated through this complaints procedure or a disciplinary procedure;
- anonymous complaints.

4. **Our standards for handling complaints**

We can receive complaints by letter or email. We treat all complaints seriously.

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.

We will treat your complaint in confidence within Hockey Ireland.

We will deal with your service complaint promptly. We will acknowledge receipt of a written complaint within five working days where we have a return address and you can expect to have a full reply within 20 working days. In a few cases we will not be able to send a full reply within 20 working days of receipt, for example if your complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.

5. **How to complain to us**

If you wish to make a complaint, you can do so by email or letter.

6. **Service complaints procedure**

We have a two-stage service complaints handling procedure, explained above. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

### **Stage 1**

This is the first opportunity for us to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. On receipt of your complaint we will contact a senior staff member from the most department of Hockey Ireland and ask them to respond to your complaint. This includes any service complaints about our former services where we still retain relevant information.

### **Stage 2**

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by the CEO. Your request together with all subsequent correspondence relating to it should be sent to the CEO, to be reviewed.

## **7. Timescales**

### **Stage 1**

We will acknowledge complaints within 5 working days of receiving each complaint. We will send a full response within 20 working days of receiving each complaint.

### **Stage 2**

We will acknowledge complaints within 5 working days of receiving each complaint. We will send a full response within 20 working days of receiving each complaint.

We aim to complete our investigation into all complaints received about our service within the timescales set out above. However, in a limited number of cases - for example, if a complaint is very complex or requires further breakdown, it may be necessary to extend the time limit to ensure we have all the information necessary to deal with it. If this is the case we will keep you informed of progress with the investigation, the reasons for the delay, and inform you of next steps.

## **8. Remedies**

When we get things wrong we will act to:

- accept responsibility and apologise
- explain what went wrong and why, and
- put things right by making any changes required
- learn lessons from mistakes and change policies and practices where proportionate and sensible to do so.

The action we take to put matters right (i.e. redress) in response to a service complaint can include any combination of the remedies set out in the list below. The

general principle we follow is that complainants should, so far as possible, be put in the position they would have been in, had things not gone wrong.

The remedy applied needs to be proportionate and appropriate to the failure in service, and take into account what redress people seek when they complain. An apology is generally the most appropriate action, but other action may also be necessary in some circumstances.

#### List of remedies

- A full apology, explaining what happened and/or what went wrong;
  - remedial action, which may include reviewing or changing a decision on the service given to an individual complainant;
  - provide the service required in first instance (immediately, if appropriate)
  - putting things right (for example a change of procedure to prevent future difficulties of a similar kind, either for the complainant or others);
  - training or supervising staff; or a combination of both;
  - Or any other action that may resolve the matter.
9. All complaints will be dealt with in accordance with this policy. However, unreasonable or abusive complaint behaviour does happen from time to time, and vexatious and repetitive complaints are an increasing problem for the volunteer sector and sports governing bodies. Difficulties in handling such situations can place strain on time and resources and can be stressful for staff who have to deal with these complex and challenging issues.
10. Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data from them to help us understand what types of problems are most prevalent, and how well we are doing to resolve them.

We will handle your information so that it is only processed and retained appropriately and legally, in line with data protection legislation.

Hockey Ireland Incorporated welcomes your comments regarding this document For queries on this policy, please contact Hockey Ireland and if you believe that Hockey Ireland has not adhered to this document, please contact us at [info@hockey.ie](mailto:info@hockey.ie)

Version: 1.1 Final	Adopted by the Board	Date: 8 August 2018
	To be Reviewed:	December 2019