

## **Complaint Handling Procedure**

Pickleball Ireland understands the importance of excellence in the delivery of its services and are committed to creating and developing a positive approach the aim of which is to consistently exceed all expectations in all that we do on behalf of our members, service providers and agents.

We aim to create an environment where excellence is seen as core to the management and delivery of services. We are committed to continual improvement. This includes handling complaints carefully in an open and courteous way by investigating the matters raised thoroughly and replying as quickly as possible.

We are committed to continual improvement in all that we do and will and will handle all complaints carefully, in an open and courteous manner investigating all matters raised thoroughly and as quickly as possible

We will treat an individual or organisation making a complaint impartially, in confidence and with respect and courtesy. No individual or organisation will be adversely treated because they have found cause to complain about our service

### **We aim to ensure that:**

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve on our service

### **What is a complaint**

A complaint is when you tell us you are not happy for some reason with Pickleball Ireland about our service in some way.

It can be about anything and could include

- When we do not deliver on our time commitment
- When we provide incorrect information

- When you receive a generally poor service
- When you have a problem with a member of management or representative of Pickleball Ireland

### **How to make a complaint**

Complaints should be sent to **John Fitzpatrick as our board Chair** and can be made as follows

By email [info@pickleballireland.com](mailto:info@pickleballireland.com)

In writing to Pickleball Ireland for the moment not available

### **What happens to a complaint that is made**

When a complaint is made, we will send an acknowledgement within **three working days** of receipt. That acknowledgement will provide an indication as to who will be responsible for responding and when one can expect to receive a reply.

If we cannot investigate a complaint, we will write and explain why.

We expect to respond to the majority of complaints within **15 working days** of the complaint arriving with us. The time taken to respond will vary depending on the complexity of the complaint.

If it is not possible to respond within the above deadline because, for example, the matters raised may require a more detailed investigation, we will let you know.

We will undertake serious consideration to all issues raised and where mistakes are identified we will acknowledge same and this may include providing an apology, setting out details of other steps we think are necessary in the circumstances, and explaining what we will do to prevent the problem occurring again.

### **What happens if complainant disagrees with the outcome**

While every effort will be made to satisfactorily resolve a complaint in the first instance, if a complainant is not satisfied with the response or indeed how the complaint may have been handled, the right to appeal is very much acknowledged.