

Clare LSP Complaint Policy

We are committed to delivering the best possible service to our participants / customers. However, we recognise that there may be, from time to time, cause for complaint.

You have the right to complain if you feel:

- You have been unfairly treated by Clare Local Sports Partnership
- That a service to which you are entitled is not being provided
- That a service, that is being provided, is inadequate

This Complaints Handling Procedure aims to ensure that any and all complaints are dealt with in a consistent, equitable and transparent manner.

Customer Complaints Procedure

Stage 1

A participant/customer who is dissatisfied with a service from Clare Local Sports Partnership should make contact with the relevant staff member or contact our office if unsure. As far as possible, we will try to resolve any issues at this stage.

Stage 2

If issues are not resolved at Stage 1, a participant/customer may lodge a formal complaint. Complaints should be submitted in writing or by email to the Complaints Officer, Clare Local Sports Partnership, Unit 1 Westgate Business Park, Kilrush Road, Ennis, County Clare or by email to cathy@claresports.ie

Stage 3

Complaints will be acknowledged within 3 days of receipt.

Stage 4

Customer complaints will be investigated by the Complaints Officer.

- A response will issue within four weeks of receipt of a complaint. Where this is not possible, an interim reply will issue setting out the reasons for the delay.
- Where a complaint relates to a specific staff member, that staff member will be consulted in relation to the complaint.
- Where a mistake has been made, an apology and explanation will be offered and every effort made to rectify the matter to the complainants satisfaction.
- Where a complaint highlights deficiencies in our processes or procedures, every effort will be made to remedy the situation as quickly as possible.

Stage 5

If you are unhappy with the response you receive to your complaint, you can refer your complaint to the board of Clare Sports Partnership at chair@claresports.ie

Stage 6

If you are unhappy with the response you receive to your complaint, you can refer your complaint to the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction on our behalf. The Ombudsman provides a free, impartial and independent dispute resolution service. The contact details for the Office of the Ombudsman are:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2
Tel: Lo-call 1890 22 30 30
Tel: 01 639 5600
Email: ombudsman@ombudsman.gov.ie
Web: www.ombudsman.ie