1

**Celtic Waves Swimming Club**

**Customer Complaints Procedure**

**What is a complaint?**

We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by Celtic Waves Swimming Club.

This can include coaching, handling of information, lack of communication, etc

**How to make a complaint?**

1. If you have a cause for complaint, it should be directed initially to the relevant person
2. Open communication is best. If you are uncomfortable doing this, you may ask a committee member to come with you for the discussion.
3. Our Committee will try to deal with the problem without delay or, if the complaint does not relate to a service provided by us, direct you to the appropriate body.
4. If you are unsure of which body you should make your complaint to, email the secretary [celticwavessc@gmail.com](mailto:celticwavessc@gmail.com) and she/he will endeavor to find out the relevant person or body.
5. If the Committee, coach cannot resolve your complaint, or you are unhappy with their response, you can ask for the matter to be reviewed by a senior member of the committee. Ie the chairperson, the treasurer or the secretary/. If it is a child related issue, you should talk to the cco
6. If you are still unhappy with the response, you should make a formal complaint in writing to the secretary, who will investigate the complaint on your behalf, and raise it at a committee meeting.
7. NOTE: This will not be done if it is child related and is confidential. Confidentially relating to a child matter will be dealt with by the CCO directly.
8. You can make a complaint in person r via email to celticwavessc@gmail.com.

1

**What Information should you provide**

1. You will help to speed up the investigation of the complaint by providing the following details
2. Your name,
3. Address
4. Email address
5. Phone number
6. Exactly what you were dissatisfied with ( as much information as possible)
7. The circumstances around the complaint- what you heard, what you saw,
8. The complaint and why you are unsatisfied, with the situation or person
9. If you approached the person on duty and discussed the situation or not
10. Time
11. Date
12. Where the incident for the complaint occurred

**Celtic Waves commitment when a complaint has been made**

* We will acknowledge all complaints within three days workin days
* We will investigate all complaints and issue you with an update/reply to your complaint within 15 working days or sooner. Where this is not possible ( complaint is severe ) we will issue an interim reply explaining the position and advise when a substantive response will be issued
* All complaints will be treated promptly , fairly impartially and in confidence. (only relevant people will be made aware of the complaint)
* We will keep records of complaints, and how we dealt with them
* We will endeavor to learn from our mistakes to ensure these errors will not be repeated

**Can you appeal?**

If you are not satisfied with the outcome of the investigation by our committee, you may appeal it to the committee stating the reasons for why you are dis-satisfied- There is a complaints and disciplinary committee who are separate to the management committee and they will investigate further.

You email the secretary at [celticwavessc@gmail.com](mailto:celticwavessc@gmail.com) and she/he will forward the mail to the disciplinary committee and will also advise you that the mail is forwarded. AT this point the disciplinary committee with take over the complaint.

If the matter is still not resolved?

If you are not satisfied with the outcome of your appeal you have the right to appeal to the Office of the Ombudsman. The Ombudsman is completely independent of the government and the service is free.

Nothing in this complaints procedure affects your statutory rights under the freedom of information, data protection or other relevant information

Address: Office of the ombudsman, 18 lower Lesson street, Dublin 2

Telephone/fax number016395600 lo call-, fax016395674

Email: ombudsman@ombudsman.ie