



Policy Area	Complaints & Feedback Policy
Version	1.1
Date	September 2021
Monitored	Biennial
Responsibility	Board
Adopted by WSP Board	Approved by WSP Board 24/9/21

## Complaints and Feedback Policy

Waterford Sports Partnership (WSP) is committed to ensuring that all our communications and dealings with the general public and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. WSP welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a complaint, where the need arises;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly and politely;
- we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
- we learn from complaints, use them to improve, and monitor them at Board level.

### What to do if you have a Complaint or wish to give feedback?

If you do have a complaint or wish to give feedback about any aspect of our work, you can contact WSP, by writing by email or by telephone and we will forward you a complaints form to be completed. Alternatively, you can download the form [HERE](#).

In the first instance, your complaint will be dealt with by the Coordinator, Rosarie Kealy. Please let us know how you would like us to respond, with relevant contact details.

Contact details are:

**Letter** - addressed to Rosarie Kealy, Coordinator, Waterford Sports Partnership, Civic Offices, Dungarvan, Co. Waterford (marked Private & Confidential)

**Website:** [www.waterfordsportspartnership.ie](http://www.waterfordsportspartnership.ie)

**Email** – [rkealy@waterfordsportspartnership.ie](mailto:rkealy@waterfordsportspartnership.ie)

**Telephone** – 0761 10 2190

We are open from 9.00am to 5.00pm Monday to Friday.

In cases where the complaint concerns the Coordinator it is requested that the complaint be made to the Chairperson of the Board of Directors of WSP. This can be done in writing addressed to The Chairperson, Waterford Sports Partnership, Civic Offices, Dungarvan, Co. Waterford (marked Private & Confidential).

### What Happens Next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if your complaint is by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it with 21 days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the Board of Directors annually.

**What happens if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to the Chairperson of WSP who will ensure that your appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members.

**Acting on Results**

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

**Your Voice**

We hope you agree that most of the time we do provide a good quality service. We value all feedback from those who engage with us and would like to hear from you about what you think we do well.

***This process for lodging complaints does not apply to WSP Staff or volunteers, who have a separate policy for lodging any complaints.***

**Review**

This Policy is reviewed on a biennial basis by the Board of WSP.