



Waterford Sports Partnership Complaints & Feedback Policy

Policy Area	Complaints & Feedback Policy
Monitored	Every three years
Responsibility	Board
Adopted by WSP Board	20/09/2024
Review Date	September 2027

Waterford Sports Partnership Complaints & 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 of others so that we can continue to improve how we work. 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, social media 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 and use them to improve;
- we monitor complaints at Board level.

What to Do If You Have a Complaint or Wish to Give Feedback

If you have a complaint or wish to give feedback about any aspect of our work, you can submit your complaint/feedback as follows:

a) In writing

To submit in writing, first please download and complete the **Complaints and Feedback Form** on our website: www.waterfordsportspartnership.ie/wsp-policies/. Or you can contact us by email (info@waterfordsportspartnership.ie) or by phone (058-21194) and we will forward a copy of the form to you.

Completed forms can be returned to us by post or email:

Post: To be addressed to Rosarie Kealy, Chief Executive Officer, Waterford Sports Partnership, Civic Offices, Dungarvan, Co. Waterford (marked Private & Confidential)

Email: rkealy@waterfordsportspartnership.ie

b) By phone

To submit your complaint by phone, please call Rosarie Kealy, Chief Executive Officer, Waterford Sports Partnership on 087-7576579.

Please note that our office hours are 9.00 am – 5.00 pm Monday – Friday.

In cases where the complaint concerns the Chief Executive Officer, the complaint must be made to the Chairperson of the Board of Directors of WSP. This can be done in writing only,

by submitting your completed **Complaints and Feedback Form** to: The Chairperson, Waterford Sports Partnership, Civic Offices, Dungarvan, Co. Waterford (marked Strictly Private & Confidential).

What Happens Next?

In the first instance, your complaint will be dealt with by the Chief Executive Officer, Rosarie Kealy.

We will endeavour to address any complaint as soon as possible.

If your complaint is in writing, we will acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days or sooner.

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 annually by the Board of Directors.

What Happens If the Complaint Is Not Resolved?

If you are not happy with our response, you may write to the Chairperson of the Board of Directors of WSP, who will ensure that your appeal is considered at Board level, as appropriate.

Please address your correspondence to: The Chairperson, Waterford Sports Partnership, Civic Offices, Dungarvan, Co. Waterford (marked Strictly Private & Confidential).

The Chairperson will respond within two weeks of this consideration.

Acting on Results

We will do everything we can to put things right. Where necessary, we will review our procedures to prevent similar issues happening again.

Your Voice

We hope you agree that WSP endeavours to provide a good-quality service. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

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

Review

This policy is reviewed every three years by the Board of WSP.