



## Complaints Policy & Procedure

### 1. Our complaints policy

Mallusk Harriers is committed to providing coaching and competitive and non-competitive opportunities in athletics, to nurture and develop athletes to match their aspirations and abilities, to promote the sport of athletics for those of all ages and ability and to promote the health and wellbeing of both members and the local community and to provide all these services in a way that is fair to everyone.

Therefore when something goes wrong, we need you to tell us about it, so that we can rectify the problem and improve our standards.

### 2. How to make a complaint?

All complaints should be made by letter (or any alternative formal means of communication) and sent to the Chairperson of Mallusk Harriers – contact details below.

If the complaint is about the Chairperson of Mallusk Harriers, the letter of complaint should be sent to the Deputy Chairperson of Mallusk Harriers.

Your letter of complaint should:

- Include full details of the nature of your complaint.

- Include your full name and address.
- Be signed and dated.

### **3. How will we deal with your complaint?**

- 3.1 We will send you a letter acknowledging receipt of your complaint within one week (7 days) of receiving it, enclosing a copy of this policy and procedure and also our complaint handling principles.
- 3.2 We will then investigate your complaint.
- 3.3 We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within four weeks of the date we received your original letter of complaint.
- 3.4 Within one week of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
- 3.5 If you do not want to attend a meeting or it is not possible for you to do so, we will send you a detailed written reply to your complaint within 6 weeks of the date of your original letter of complaint.
- 3.6 At this stage, if you are still not satisfied with our response, you should contact us again by letter (or an alternative formal means of communication) and we will arrange for you to meet an Appeals Committee made up of two members of the Mallusk Harriers Management Committee, one of whom will normally be the Chairperson, to discuss and hopefully resolve your complaint. Where your complaint relates to the Management Committee it will be referred to the club President and/or wider Committee. This meeting will take place within four weeks of your letter of appeal.
- 3.7 The Appeals Committee will then write to you within two weeks of the date of the Appeals Committee meeting to confirm and explain the organisation's final position on the complaint.

Mallusk Harriers will strive to meet procedure and timescales outlined above, however if we are unable to do so, we will contact you to explain the reasons why.

## Contact Details:

**Mallusk Harriers**  
Academy Sports Club  
Mallusk Road  
Newtownabbey  
BT36 4QE  
[malluskharriers@outlook.com](mailto:malluskharriers@outlook.com)

## Complaint Handling Principles

When handling any complaint it is important that all club officials' handling of complaints is fair, just and transparent (i.e. the official follows clear processes and procedures).

Mallusk Harriers club officials are expected to apply the following principles:

- **Treat** complaints seriously
- **Act** promptly
- **Treat** people fairly and listen to both sides of the story
- **Stay** neutral
- **Keep** parties to the complaint informed
- **Try to Maintain** confidentiality if possible
- **Protect** against victimisation
- **Keep** accurate records
- **Make** decisions based only on information gathered not personal views
- **Disciplinary** action should be relative to the breach