

Version Control	
Title	KRSP Complaints Comments and Compliments Policy and Procedures <i>Previously known as: KRSP Complaints Policy and Procedures.</i>
Document Ref/Version No	V1: 2014 V2: 290921 V3: 270923
Purpose of Document	Details the policy and procedures for how KRSP handles complaints, comments and compliments which come from sources external to the organisation - i.e. public, participants and anyone else who engages with the KRSP. To ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.
Drafted By	Aisling Cullen
Reviewed By	Nicola Keeshan
Authorised By	
Effective Date	
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Comments	Supporting Register: KRSP Complaints Comments and Compliments Register v3 270923 SGC: 3.2. (c)

KRSP Complaints, Comments and Compliments Policy

Kilkenny Recreation & Sports Partnership (KRSP) is committed to delivering a high-quality service in an open and transparent manner, with courtesy and sensitivity. While KRSP works hard to achieve this, we are aware that sometimes others may feel that they did not receive as good a service as expected.

KRSP welcomes and values complaints, comments and compliments as these will allow us to review and improve our services.

The following sets out the KRSP's procedures for dealing with complaints, comments and compliments.

Comments and Compliments

How do I make a comment or compliment?

Complete the form in **Appendix 1**, and send to KRSP offices at **5 Dean Street, R95 HD79**, Kilkenny or e-mail to nicola@krsp.ie. The form is also available to download from our website www.krsp.ie. Please mark all correspondence 'Private and Confidential'.

Your comment or compliment will be passed on to the relevant member of staff and an acknowledgment will be issued to you. Where consent has been given, comments and compliments may be used for KRSP reporting purposes. In these cases, all comments and compliments will be anonymised.

Complaints

What does the complaints procedure cover?

If you are not satisfied or are not happy with a decision that we have made, you should let us know and we will deal with the matter promptly, impartially and in confidence. The complaints procedure covers complaints about issues such as delays, mistakes and poor service provided by KRSP.

The complaints procedure does not cover any of the following:

- i. Matters of policy
- ii. Matters that are the subject of litigation
- iii. Staff discipline is dealt with under KRSP's Disciplinary Procedures

How do I make a complaint?

In the first instance, the complaint should be brought to the attention of the staff concerned or responsible for the programme. The staff will try to resolve the matter without delay. In most cases, any disputes, misunderstandings and mistakes can be resolved in this way.

If the matter cannot be resolved by our staff, or you are not happy with their response, you can refer the complaint to the Sports Co-ordinator (or in the case where the complaint concerns the Sport Co-ordinator, please refer the complaint to the Chairperson of the Board of Directors of KRSP) who will re-examine your complaint and advise you of the outcome.

To make a complaint, complete the form in **Appendix 2**, and send to KRSP, **5 Dean Street, R95 HD79**, Kilkenny or e-mail to nicola@krsp.ie. The form is also available to download on our website www.krsp.ie. Please mark all correspondence ‘Private and Confidential’.

The following information must be provided:

- i. Contact details: name, e-mail and telephone number
- ii. The date that the complaint occurred
- iii. The name of the KRSP staff member that dealt with you
- iv. The event, if applicable, at which the incident occurred
- v. The complaint: details of what it is you are dissatisfied with
- vi. Supporting documentation: forward copies of any relevant documentation/correspondence you may have

All complaints will be acknowledged within 5 working days of receipt.

A decision will normally be issued within 20 working days of referral of a complaint. In a limited number of cases, a longer period may be required. If this occurs in your case, we will advise you and keep you updated.

In the event that you are still unhappy with the response, the issue will be referred to the KRSP Chairperson (Board) who will organise a review. It will normally be completed within 15 working days of receipt of the appeal. Should a longer period be required, we will advise you and keep you updated.

Principles and Guidelines

- Your complaint will be treated properly, fairly and impartially
- All persons involved will be treated with dignity and courtesy; Individuality and diversity will be respected
- Making a complaint will have no implications for your dealings with KRSP
- Confidentiality will be maintained unless the matter is forwarded to the Garda, in which case full details may be requested by them

Annual Reporting to the KRSP Board

All complaints, comments and compliments will be reported to the KRSP Board on an annual basis. This reporting will include a timeline of dates from when the complaint, comment or compliment was received, responded to and resolved, staff member(s) involved, nature of the complaint, decision reached and the appeals process, if applicable. All complaints, comments and compliments will be anonymised.

Contact details for complaints, comments and compliments: Please mark all correspondence ‘Private and Confidential’.

<p><i>Sports Co-ordinator</i> Nicola Keeshan Kilkenny Recreation & Sports Partnership 5 Dean Street Kilkenny, R95 HD79</p>	<p><i>Chairperson</i> David Denieffe Kilkenny Recreation & Sports Partnership 5 Dean Street Kilkenny, R95 HD79</p>
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Appendix 1

KRSP Comments and Compliments Form

Name: _____

Contact Number: _____

Email Address: _____

Your comment or compliment details:

Consent - Please tick:

	Yes	No
Do you consent to KRSP using your anonymised comment/compliment for reporting and promotional purposes?		

Submitting your comment or compliment: Please mark 'Private and Confidential'

Post to: KRSP, 5 Dean Street, R95 HD79, Kilkenny
E-mail to: nicola@krsp.ie

Appendix 2

KRSP Complaints Form

Name: _____

Contact Number: _____

Email Address: _____

Your complaint details:

Details	Response
Date that complaint occurred	
Name of KRSP staff the issue was raised with	
Event at which complaint occurred	
Nature/Details of complaint Please give a full description of the nature and details of the complaint.	
Any supporting documentation List any supporting documentation here and attach copies to letter/e-mail sent.	

Submitting your complaint: Please mark 'Private and Confidential'

Post to: KRSP, 5 Dean Street, R95 HD79, Kilkenny

E-mail to: nicola@krsp.ie