



Disability Sport NI and Live Active NI

Complaints Policy and Procedures

October 2019

Date of Policy	October 2019
Date approved by Board of Directors	29 th October 2019
Review Date	October 2022

1. Our complaints policy

Disability Sport NI and Live Active are committed to providing a range of quality participation programmes, events, performance initiatives, training courses, education programmes and information and advice services, all designed to give people with disabilities the opportunity to participate, compete and excel in sport and physical recreation.

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 an alternative formal means of communication) and sent to the Chief Executive Officer of Disability Sport NI or Live Active NI.

If the complaint is about the Chief Executive Officer of Disability Sport NI or Live Active NI, the letter of complaint should be sent to the Chairperson of Disability Sport NI or Live Active NI.

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.

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 4 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 the 2 members of the Board of Directors, one of whom will normally be the Chairperson, to discuss and hopefully resolve your complaint. This meeting will take place within 4 weeks of your letter of appeal.
- 3.7 The Appeals Committee will then write to you within 2 weeks of the date of the Appeals Committee meeting to confirm and explain the organisation's final position on the complaint.

Disability Sport NI or Live Active NI 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.