



# **HORSE SPORT**

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# **IRELAND**

## **HORSE SPORT IRELAND COMPLAINTS POLICY**

## INTRODUCTION

Horse Sport Ireland is committed to dealing effectively with any complaints you may have about our service.

If we get something wrong, we want to hear about it and we will do our best to make it right. We learn from our mistakes, and we will use your feedback to make changes that improve our service.

## 1. WHEN TO USE THIS POLICY

- 1.1 You should raise a complaint if you are not happy with the service being provided by Horse Sport Ireland and you have tried to resolve it by speaking with a member of our staff. Sometimes, you might be concerned about matters that are not decided by us (such as decisions made by our affiliate bodies and any of our funding partners). If this happens, we will advise you about how to make your concerns known.

## 2. INFORMAL RESOLUTION

- 2.1 If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need to take some time to resolve the matter for you.

If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated.

## 3. HOW TO COMPLAIN FORMALLY

- 3.1 If you wish to make a complaint, please write to us in any of the ways below:
  - Use the HSI complaint form on our website. Click [HERE](#).
  - Email us at [complaints@horsesportireland.ie](mailto:complaints@horsesportireland.ie)
  - Write to us at: Horse Sport Ireland, 1st Floor, Beech House, Millennium Park, Naas, Co. Kildare, W91 TK7N
  - Fill in a feedback form available at the entrance to Horse Sport Ireland.
- 3.2 Copies of this policy and the complaint form are available in large print, where requested.

## 4. WHAT SHOULD YOU INCLUDE IN YOUR COMPLAINT

- 4.1 Remember to state your name, address and telephone number (and email, if applicable) and whether you are acting on behalf of someone else
- 4.2 Outline what your complaint is about stating relevant dates and times, if applicable
- 4.3 List your specific concerns starting with the most important concern
- 4.4 Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)

## 5. DEALING WITH YOUR COMPLAINT

- 5.1 We will formally acknowledge your complaint within 3 working days and let you know how we intend to deal with it.
- 5.2 We will deal with your complaint in an open and honest way.
- 5.3 We value all feedback both good and bad and we will make sure that your interactions with us in the future are always fair and professional.
- 5.4 If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf. This agreement will have to be in writing by email or post.
- 5.5 The Complaints Officer is under no obligation to investigate every complaint and reserves the right to dismiss a complaint should it:
  - Fall under Section 8 – Excluded Matters
  - Be considered an invalid complaint

## 6. INVESTIGATION

- 6.1 When we acknowledge your complaint, we will outline who is conducting the investigation, usually in the first instance this will be the Department Head or Manager of the relevant section.
- 6.2 If there is a simple solution to your problem, we may ask you if you are happy to accept this.
- 6.3 We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 10- 15 working days.
- 6.4 If your complaint is more complex we will:
  - ⇒ let you know within this time why we think it may take longer to investigate
  - ⇒ tell you how long we expect it to take.
  - ⇒ give you regular updates on any progress made
- 6.5 In some instances, we may require further information and may contact you to discuss your complaint.

## 7. OUTCOME

- 7.1 If we formally investigate your complaint, you will receive a written response by letter of the outcome.
- 7.2 If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.
- 7.3 If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

7.4 If you remain unhappy you will have the option to escalate your complaint to a higher level of management which will be outlined to you.

## 8 EXCLUDED MATTERS

8.1 Please note, we are unable to accept complaints relating to matters listed below. These are all dealt with under separate policies and procedures:

- Complaints in respect of Affiliate memberships, please contact your respective affiliate.
- Data subject requests made under the Data Protection Bill 2018, please contact [dataprotection@horsesportireland.ie](mailto:dataprotection@horsesportireland.ie)
- Civil Disputes amongst stakeholders.
- Any matter which is the subject of proposed or ongoing independent inquiry or legal proceedings
- Any child welfare related complaint, please see <https://www.horsesportireland.ie/governance/child-welfare-safeguarding/>
- A complaint or feedback which is considered to be vexatious or frivolous, which is repeated.

## 9 RECORDING

9.1 It is important to identify areas of learning from complaints so that we can improve performance and reduce the likelihood of any recurrence of the issues giving rise to the complaint. As a result, we keep a confidential record of all complaints received and we share the learning anonymously within the organisation. The Complaints Register is reported to the Executive Management Team and the HSI Board in relation to the management of complaints received.

## 10 WHAT WE EXPECT FROM YOU

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined. We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We have a separate policy to manage situations where we find that someone's actions are unacceptable and unreasonable.

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