

# LOUGHREA RFC

## COMPLAINTS PROCEDURE



**LOUGHREA RFC** aims to offer the highest standards of service to its members, supporters and those it serves. It is committed to the continuous improvement of these standards and services. Feedback and constructive criticism is welcomed at all times by phone, e-mail, letter, or on a one-to-one basis. Please be aware that the club is run entirely by volunteers and any complaints procedure should reflect the context in which the club is organised.

### INFORMAL COMPLAINTS

Where members, or others, are disappointed by levels of service or dissatisfied with isolated incidents within the club we would hope to resolve all or any issues through informal discussion. Anyone wishing to discuss an issue informally should contact the Club Secretary, Andrew Smith, either by phone on 087 6873145 or by email to [asmith.cahergal@gmail.com](mailto:asmith.cahergal@gmail.com) for advice. The Secretary may then redirect you to the appropriate person or authority to discuss the matter further, should you not have already spoken to that person eg Team Coach, Team Manager, Co-ordinator etc.

**IMPORTANT:** If you feel the matter is a safeguarding or a welfare issue which in any way involves or relates to a child under 18 years of age, the Club's Welfare Officer (Keith Haverty) should be contacted initially either by phone on 087 4388887 or by email at [cwo@loughrearfc.ie](mailto:cwo@loughrearfc.ie)

**\*\* Please note that all discussions are dealt with in the strictest confidence at all times.\*\***

### FORMAL COMPLAINTS

Where a member of the club or a member of the public has a complaint, which he/she feels has not been resolved through informal means, or where the complaint is deemed to be of a more serious nature, a formal complaint can be made as follows:

1. If the complaint in any way involves or relates to an age grade player, it is therefore a potential child welfare or safeguarding issue. If so, the written complaint should be sent to Keith Haverty, Club Welfare Officer, Loughrea RFC, Ballygasty, Loughrea, Co. Galway or by e-mail to email at [cwo@loughrearfc.ie](mailto:cwo@loughrearfc.ie) with full details of the complaint and setting out the relevant issues. Once received, the Complaint will be acknowledged within 48 hours. If sending by post, please ensure to mark all correspondence '*Private & Confidential*'.

2. For all other complaints, please advise the full details of the complaint either in a letter addressed to Andrew Smith, Club Secretary, Loughrea RFC, Ballygasty, Loughrea, Co. Galway or alternatively, by e-mail to [asmith.cahergal@gmail.com](mailto:asmith.cahergal@gmail.com).

- Upon receipt, the Club will respond to you, normally in writing, within a maximum of 7 days to acknowledge receipt of your complaint.
- If an immediate response to the complaint cannot be provided due to further investigation being required, the Club will inform you of the expected time scale in which it would hope to provide a response. On occasion it may be necessary for the Club to revert to the Complainant for further information or clarification.
- It is the Club's policy to thoroughly investigate all complaints and provide a full written response, where possible, within 28 days.
- If, for any reason, this is not possible, the Complainant will be notified of the reasons for the delay and a fresh time scale for a hopeful resolution of the complaint will be advised.

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In dealing with any complaint the club will take guidance from the various club policy documents including (but not limited to) those below, as well as current Connacht Branch and IRFU governing body guidance and policy documents.

- The Club Articles of Association and Club Rules.
- The Club Disciplinary Policy.
- The Club Welfare/Safeguarding Policy.

The Club's final response with regard to a formal written complaint, will always be approved by the Loughrea RFC Senior Committee and therefore no further appeal process can be entered into. In the event that a complaint is upheld, the issue(s) may be dealt with under the Club's Disciplinary Procedures.

If after the clubs response to your complaint you are still dissatisfied, the matter can be taken further by contacting the Connacht Branch or the Irish Rugby governing body, the Irish Rugby Football Union for further advice.

### COMPLAINTS CONTACT DETAILS:

#### Child Welfare /Under Age Complaints

By Post: Private & Confidential

Keith Haverty  
Club Welfare Officer  
Loughrea RFC  
Ballygasty  
Loughrea  
Co. Galway

By Email: [cwo@loughrearfc.ie](mailto:cwo@loughrearfc.ie)

#### All Other Complaints

Private & Confidential

Andrew Smith  
Honourary Secretary  
Loughrea RFC  
Ballygasty  
Loughrea  
Co. Galway

[asmith.cahergal@gmail.com](mailto:asmith.cahergal@gmail.com)