



CRICKET IRELAND COMPLAINTS POLICY

Cricket Ireland understands the importance of excellence in the delivery of its services. We are committed to creating and developing a positive approach to the services we deliver in which we strive to consistently exceed expectations of our stakeholders.

We aim to create an environment within which excellence is seen as essential to the management and delivery of services. We are committed to continual improvement. This includes handling complaints carefully in an open and courteous way by investigating the matters raised thoroughly and replying as quickly as possible.

We will treat an individual or organisation making a complaint impartially, in confidence and with respect and courtesy. No individual or organisation will be adversely treated because they have found cause to complain about our service.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in-confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint you can contact the Cricket Ireland office in any of the ways listed below.

- Email: info@crickteireland.ie
- Written: Cricket Ireland, 15c Kinsealy Business Park, Kinsealy, Co Dublin, K36 YH61
- Phone: +353 1 894 7914
- In person at the Cricket Ireland Office (address above)



What happens to my complaint?

Once you have made a complaint to Cricket Ireland we will send you an acknowledgement within three working days of receipt. That acknowledgement will provide an indication as to who will be responsible for responding to you and when you can expect to receive a reply. If we cannot investigate your complaint, we will write to you explaining why.

We aim to respond to the majority of complaints within 15 working days of the complaint arriving with us. The time taken to respond will vary depending on the complexity of the complaint. However, if we are unable to respond within this deadline because, for example, the matters you raise require more detailed investigation, we will let you know.

We will give serious consideration to the issues you raise. Where we identify mistakes in our approach we will acknowledge those and this may include providing an apology, setting out details of other steps we think are necessary in the circumstances, and/or explaining what we will do to prevent the problem occurring again.

What happens if I disagree with the outcome, or how my complaint was handled?

We will make every effort to satisfactorily resolve your complaint in the first instance. However, if you are not satisfied by our response or by the way that your complaint was handled, you are within your rights to appeal.

The appeals process will be provided on request.

All parties must treat any complaint in a completely confidential manner.

Disciplinary matters are dealt with separately and information on disciplinary process [can be found here](#).