

Complaints Policy



Pentathlon Ireland understands the importance of quality in delivering services. We are committed to continual improvement, which 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, for example; when we do not deliver a service on time or when you receive a poor quality service or if you have a problem with a member, volunteer or staff.

How to make a complaint:

- By phone to our office - +353 (1) 625 1134
- In person at the Pentathlon Ireland Office, National Sport HQ, Abbottstown, Dublin 15
- By e-mail to info@pentathlon.ie
- By e-mail to ceo@pentathlon.ie

What happens to my complaint? (Stage One)

Once you have made a complaint to Pentathlon 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 expect 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 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? (Stage Two)

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.