

Olympic Handball Ireland (OHI) is committed to providing a quality service to its members and to the general public and we regularly evaluate our services in order to ensure this and to monitor the standard of our performance.

While this is always our aim, we accept that sometimes things do not always go to plan. In such circumstances, we want to know, so that we can put things right and learn from our mistakes.

We welcome all comments on our services, positive or negative. Complaints (or grievances) will be accepted and investigated irrespective of the nature of the complaint or who the person making the complaint is.

OHI gives a commitment to resolve complaints as quickly as possible. All complaints will be dealt with seriously, sensitively, and appropriately to ensure that the standard of service provided by OHI is maintained at a high level. The quality of the service provided to any member or non-member will never be adversely affected because a complaint has been made.

The complaints procedure is kept as simple as possible. Anyone making a complaint will be supported through the process as needed and given a copy of the 'Complaints Policy and Procedures.' The complaints policy and procedures are displayed on the OHI website: www.olympichandball.org.

When a complaint is received, the CEO will be informed immediately along with the relevant OHI Sub-committee. Every effort will be made to address the issue informally before moving to a formal procedure.

If necessary, the complaint will be fully and appropriately investigated. A written acknowledgment of receipt of the complaint will usually be sent within 3 working days and a response within 14 days.

Where a complaint concerns a member of staff, we will address the situation with due regard to our obligations as an employer and the rights of the employees, the terms governing their conditions of employment and the procedures outlined in the staff handbook.

If a complaint is made against the CEO, a representative of the Board of Olympic Handball Ireland (usually the chairperson) will conduct an investigation and ensure appropriate management and recording of the complaint.

In the event of errors being made, the OHI will endeavour to correct them as quickly as possible and to give an explanation and, where appropriate, an apology.

All complaints made – both formal and informal – will be recorded in detail. Records will be stored in the Complaints Records File and will be retained for at least two years following resolution of the complaint as required by regulation.

All information relating to any complaint will be treated as confidential and shared only on a need-to-know basis. In the case of a Child Protection concern, the Child Protection Policy will apply.

The evaluation of the outcome of the complaint will form part of the considerations for future policy and practice and risk management procedures.



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