

Na Piarsaigh Doire Trasna CLG Complaints Policy

1. Introduction

This policy outlines the procedure for handling complaints within Na Piarsaigh Doire Trasna CLG, Derry in compliance with the rules and ethos of the Gaelic Athletic Association (GAA). It ensures all complaints are addressed in a fair, transparent, and timely manner while fostering respect and cooperation among all members.

2. Scope

This policy applies to all club members, players, parents/guardians, mentors, coaches, volunteers and committee members. It covers complaints related to the conduct of individuals or groups within the club environment. Complaints regarding match officials or other GAA bodies are to be directed to the appropriate authorities as per the GAA's *Official Guide*.

3. Guiding Principles

1. **Fairness:** All parties involved will be treated equitably.
2. **Confidentiality:** Complaints will be handled with the utmost confidentiality, sharing information only with those directly involved.
3. **Timeliness:** Complaints will be addressed promptly.
4. **Respect:** All parties are expected to engage respectfully throughout the process.

4. Complaint Resolution Process

4.1 Informal Resolution

1. Members are encouraged to address issues informally where possible by speaking directly to the individual(s) involved.
2. If the issue remains unresolved, members should contact the team mentor, coach, or a club officer to facilitate informal discussions.

4.2 Formal Complaint

If the issue cannot be resolved informally, a formal complaint may be submitted.

1. **Submitting a Complaint:**

- o Complaints must be in writing and submitted to the Club Secretary.
- o The complaint should include:
 - Name and contact details of the complainant.
 - Details of the incident, including dates, times, and involved parties.
 - Desired resolution or outcome.

2. **Acknowledgment:**

- o The Club Secretary will acknowledge receipt of the complaint within 5-7 days.

3. **Initial Review:**

- o The Club Executive will assess whether the complaint falls within the scope of the club's jurisdiction.

4. **Investigation:**

- o A designated Complaints Officer or subcommittee will investigate the complaint.
- o Parties involved will have the opportunity to present their account.
- o The investigation will be conducted impartially and in line with the club's commitment to confidentiality.
- o If either party fails to co-operate with the investigating committee, the investigation will continue

5. **Outcome:**

- o A decision will be communicated in writing within 7 days of the investigation's conclusion.
- o Possible outcomes include resolution, recommendations, or disciplinary actions as per GAA rules.

5. Appeals Process

If a complainant or respondent is dissatisfied with the outcome, they may appeal to the County Board following the procedures outlined in the *GAA Official Guide*.

6. Policy Review

This policy will be reviewed annually by the Club Executive to ensure compliance with updated GAA guidelines and to address any emerging needs.

7. Contact Information

Club Secretary:

Conchúr Ó Cearúlláin

Secretary.doiretrasna.derry@gaa.ie

Signed:

Club Chairperson

References

- GAA Official Guide (Treoir Oifigiúil)
- GAA Code of Behaviour (Underage)