



EVENTING IRELAND COMPLAINTS POLICY

INTRODUCTION

Eventing Ireland is committed to dealing effectively with any complaints you may have about our service.

If we get something wrong, we want to hear about it and we will do our best to make it right. We learn from our mistakes, and we will use your feedback to make changes that improve our service.

1. WHEN TO USE THIS POLICY

- 1.1 You should raise a complaint if you are not happy with the service being provided by Eventing Ireland and you have tried to resolve it by speaking with a member of our staff. Sometimes, you might be concerned about matters that are not decided by us. If this happens, we will advise you about how to make your concerns known.

2. INFORMAL RESOLUTION

- 2.1 If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need to take some time to resolve the matter for you.

If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated.

3. HOW TO COMPLAIN FORMALLY

- 3.1 If you wish to make a complaint, please write to us in any of the ways below:
 - Use the Eventing Ireland complaint form [HERE](#)
 - Email us at alison@eventingireland.com
 - Write to us at: Eventing Ireland, c/o 1st Floor, Beech House, Millennium Park, Naas, Co. Kildare, W91 TK7N. Please note Eventing Ireland works remotely so there will be a delay in responding.
- 3.2 Copies of this policy and the complaint form are available in large print, where requested.

4. WHAT SHOULD YOU INCLUDE IN YOUR COMPLAINT

- 4.1 Remember to state your name, address and telephone number (and email, if applicable) and whether you are acting on behalf of someone else
- 4.2 Outline what your complaint is about stating relevant dates and times, if applicable
- 4.3 List your specific concerns starting with the most important concern
- 4.4 Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)

5. DEALING WITH YOUR COMPLAINT

- 5.1 We will formally acknowledge your complaint within 3 working days and let you know how we intend to deal with it.
- 5.2 We will deal with your complaint in an open and honest way.
- 5.3 We value all feedback both good and bad and we will make sure that your interactions with us in the future are always fair and professional.
- 5.4 If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf. This agreement will have to be in writing by email or post.
- 5.5 The Complaints Officer is under no obligation to investigate every complaint and reserves the right to dismiss a complaint should it:
 - Fall under Section 8 – Excluded Matters
 - Be considered an invalid complaint, ie: is erroneous, faulty, fictitious, improper, inaccurate or incorrect

6. INVESTIGATION

- 6.1 When we acknowledge your complaint, we will outline who is conducting the investigation, usually in the first instance this will be the General Manager.
- 6.2 We will always aim to find the most simple solution and will liaise closely with you on any resolution to ensure that it is acceptable to both parties.
- 6.3 We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 10- 15 working days.
- 6.4 If your complaint is more complex we will:
 - ⇒ let you know within this time why we think it may take longer to investigate
 - ⇒ tell you how long we expect it to take.
 - ⇒ give you regular updates on any progress made
- 6.5 In some instances, we may require further information and may contact you to discuss your complaint.
- 6.6 It is considered a serious offence by the organisation to provide false or misleading information and parties found to be involved in such will be seriously reprimanded. This may include a suspension from competing or revoking of membership.

7. OUTCOME

- 7.1 If we formally investigate your complaint, you will receive a written response by letter of the outcome.
- 7.2 If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.

- 7.3 If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.
- 7.4 In the event that the complainant is dissatisfied with the conclusion reached, the matter may be escalated to the Complaints and Disciplinary Officer, who will select two to three other persons suitable to the complaint in question. If the complaint relates to the Complaints and Disciplinary Officer then another person may be appointed to manage the complaint. In the case of a conflict of interest it will be passed to the EI solicitor
- 7.5 If the matter is still not concluded, the matter will be referred to the Sport Dispute Solutions Ireland (“SDSI”), a not-for-profit dispute resolution service for Irish Sport offering mediation and arbitration, in the case of sporting disputes. Sporting disputes are those based around the rule book of the governing body, and may involve a dispute between a member and the governing body. Provision for Sport Dispute Solutions Ireland in the governing documents of sporting organisations is recommended. Arbitral awards handed down by SDSI are final, binding and enforceable in favour of and/or against the parties. The only instance in which an appeal against an arbitration award can be made is where the rules of a sporting organisation make provision for an appeal to the Court of Arbitration for Sport (“CAS”) in Lausanne.

More information can be found <http://sportdisputesolutions.ie/>

8. EXCLUDED MATTERS

- 8.1 Please note, we are unable to accept complaints relating to matters listed below. These are all dealt with under separate policies and procedures:
- Data subject requests made under the Data Protection Bill 2018, please contact in the first instance alison@eventingireland.com
 - Civil Disputes amongst stakeholders.
 - Any matter which is the subject of proposed or ongoing independent inquiry or legal proceedings
 - Any child welfare related complaint, please see [HERE](#)
 - A complaint or feedback which is considered to be vexatious or frivolous, which is repeated.

9. RECORDING

- 9.1 It is important to identify areas of learning from complaints so that we can improve performance and reduce the likelihood of any recurrence of the issues giving rise to the complaint. As a result, we keep a confidential record of all complaints received and we share the learning anonymously within the organisation. The Complaints Register is reported to the General Manager and Eventing Ireland Board in relation to the management of complaints received.

10. WHAT WE EXPECT FROM YOU

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined. We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We have a Customer Charter to manage situations where we find that someone's actions are unacceptable and unreasonable. This can be found on the Governance section on the website.

DOCUMENT CONTROL	
Original document Approval Date	21 July 2023
Revision Date 1.0	July 2025