

MALAHIDE YACHT CLUB

Complaints Procedure

Objective

To ensure that complaints received are handled in a clear, effective and timely manner.

Scope

The scope of these procedures covers complaints that:

1. concern participants, instructors or coaches who are under the age of 18 years &
2. indicate a breach or suspected breach of the Irish Sports Council **Code of Ethics and Good Practice in Children's Sport** as adopted by the Malahide Yacht Club.

Responsibilities

The designated person responsible for investigating complaints is the Children's Officer. They shall be the "Designated Officer" as described in the Code of Ethics.

Where the Children's Officer is unavailable, an alternative "designated person" will be nominated by the Junior Affairs Officer.

Procedures

When a complaint is received, the following guidelines apply:

1. The person receiving the complaint is not expected to investigate it but to report it to the Children's Officer as soon as possible. The complainant should also be encouraged to contact the Children's Officer directly and given the appropriate contact number.
2. Record the date, details and contact information in writing and pass on as soon as possible to the Children's Officer. Ensure that the complainant's contact details are taken, so that the Children's Officer can follow up the complaint.
3. It must be made clear to the complainant that any information given will be passed on to the Children's Officer. Do not guarantee confidentiality, as the information may need to be given to the relevant statutory authorities. Any information given should be treated in a neutral fashion, e.g. try not to offer an opinion on the matter, and do not seek more details than those offered.
4. The Children's Officer shall keep a permanent record of the details of the complaint and actions taken in a designated fashion.
5. Complaints made anonymously cannot be followed up, but should be reported to the Children's Officer who will record them.
6. The outcome of a complaint may not necessarily be made public, meaning that the person receiving the initial complaint is not always entitled to know the outcome.