

Athletics Northern Ireland - Complaints Procedure

Our commitment to customers

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.

- It can be about anything and could include
- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint you can contact the Athletics Office in any of the ways listed below.

By email at info@niathletics.org

In writing to Athletics Northern Ireland at

*Athletics House
Old Coach Road,
Belfast
BT9 5PR*

By phone to our Administration Team on 028 90602707.

In person at the Athletics Office.

Your complaint will be fully investigated and a response issued within 10 working days.

If you are unhappy with the response you can contact the **General Secretary**

John Allen john@niathletics.org 028 90602707 / 07747033752

Athletics House, Old Coach Road, Belfast, BT9 5PR