

# 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](mailto: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](mailto:john@niathletics.org) 028 90602707 / 07747033752

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