



Complaints Policy process

Version	Date	Author	Changes
1.0	9th April 2022	M Carpenter	
1.2	Augu st 2024	M Carpenter	Updated to reflect constitution al changes

Actions to be taken when official complaint is received by Rowing Ireland.

Stage 1

- Complaint sent to CEO within seven days of receipt by Rowing Ireland.
- CEO records complaint in Rowing Ireland's Complaint electronic log.
- If the complaint is against the CEO or a senior appointment holder in Rowing Ireland, the complaint is forwarded to the Senior INED, who will oversee the complaint handling and appoint an appropriate person to investigate the complaint.
- The CEO/Senior INED confirms if the complaint is credible.
- CEO/Senior INED identifies the appropriate person to investigate complaints, ensuring they have no conflicts or biases that may impact on their ability to investigate the complaint.
- Complaints should be acknowledged by the person handling the complaint within one week.
 - The acknowledgement should say who is dealing with the complaint
 - When the person complaining can expect a reply
 - A copy of this complaint procedure should be attached.
- The person handling the complaint should investigate the complaint as follows:
 - Interview the complainant to establish the details of their complaint, including corroborating evidence and witness(es).
 - Interview the complainant's witness(es).

At this point if the person handling the complaint believes the allegations are credible (ie capable of being true) the respondent (the person the complaint is being made against) is to be informed that a complaint has been made against them and they will have the opportunity to respond.

- Interview the respondent to allow them to respond to the allegations.
- Interview any witnesses the respondent may request.
- The person then handling the complaint will then decide on the balance of probabilities whether to uphold the complaint, or to dismiss it. If the complaint is serious and/or complicated the CEO (or Senior INED if they are overseeing the complaint) has the absolute discretion to appoint a panel to decide the complaint.
- Complainants should receive a definitive reply within four weeks.
 - If not possible a progress report should be sent with a timeline for completion
- Whether the complaint is justified or not the complainant shall be informed of the:
 - actions taken to investigate the complaint;
 - conclusion from the investigation; and
 - action taken as a result of the complaint.
- If a complaint is groundless it should be closed with no further action take. If in the opinion of the investigator it has been made vexatiously, then disciplinary action should be considered.

Stage 2

- If complainant feels the problem has not been satisfactorily resolved at stage one, the complainant may request a review for one or more of the following reasons:
 - the investigation did not include the correct evidence; or
 - the investigator was biased; or
 - the decision was not one a reasonable person would make.
- The review will be conducted by an INED, or if the complaint relates to a senior office holder, by an independent person from SDSI.

- The request for a review must be made within two weeks of receiving the response to stage one.
- Within three working days of receiving such a request, we will write or phone the complainant to say:
 - we have received it, and
 - who is conducting the review.
- The review will be conducted within 20 working days and the complainant will receive a formal written response.