

Lucan Sarsfields GAA Club

Complaints & Grievances Policy

Objective

We recognise that from time-to-time problems can arise which need to be resolved. We aim to deal with such problems speedily and with fairness to all concerned.

This process aims to provide an effective complaints procedure to ensure the efficient, transparent and fair processing of grievances and complaints. The Club encourages anyone who might be contemplating raising a complaint through this process to attempt to resolve the issue directly with the subject of the complaint, where appropriate, rather than invoking this procedure.

Problem Resolution Process

Step 1 Should a problem arise; members are encouraged to raise the issue as soon as possible directly with the Lead Mentor/Manager/FLO (Female Liaison Officer) or another mentor on the team. It is expected that the majority of problems will be resolved in this manner.

Step 2 In the exceptional cases where the initial informal discussion does not produce a resolution, the club member should raise the concern with the relevant Director of Code (Football, Hurling, Camogie or Ladies Football) contact details for the Directors of Codes are on the Club Website. The issue will be formally noted and considered. Every effort will be made to resolve the issue at this stage through dialogue and application of agreed best practice, with reference to rules of the relevant associations and GAA Code of Behaviour. If this effort is successful, no further formal recording will be necessary.

Step 3 If the matter is not resolved at Step 2, the club member can raise the issue with the relevant Juvenile or Adult Games Committee. These Games Committees comprise a Chairperson and a Secretary, contact details on the Club website.

Step 4 If all previous steps fail to achieve a resolution, the member may submit their formal complaint to the Club Secretary at secretary.lucansarsfields.dublin@gaa.ie. The Secretary will acknowledge the complaint upon receipt and revert with an update within 30 days. Letters of complaint remain the property of the Club and will not be circulated to any person. Whilst members are encouraged to put their concerns in writing to the Club Secretary at this point, the absence of writing will not negate the Club's obligation to investigate a member's concerns. All discussions with the member making the complaint will form the basis of the complaint, therefore the Club will need to clearly document the information obtained.

Note If a conflict of interest exists for any member of the aforementioned committees in relation to a complaint, the member may go directly to the next Step of the complaint's resolution process.

Juvenile

Where the issue relates to an alleged breach of the GAA Code of Behaviour (Juvenile), the issue will be addressed in line with Section 4 of the GAA code of Behaviour:

<https://www.gaa.ie/api/pdfs/image/upload/vwghntg0z6cmao9twzcz.pdf>

Child Welfare

Any issues regarding child welfare may be referred to the Children's officer (contact details on Club website).

Adult Players Welfare

Any issues regarding adult player welfare may be addressed in the first instance to the Players' Representative (contact details on Club website).

Ratified by the Club Executive Committee
February 2025
