



IRISH GREYHOUND BOARD	Customer Complaints Policy & Procedure	SOP # Revision # Implementation Date	CusCom2014.29.9.1 1 29th September 2014
POLICY NAME:	Customer Complaints	Last Reviewed/Update Date	
DEPARTMENT:	All		
OWNER:	Bord na gCon / Irish Greyhound Board	Approval	Director of Racing Governance & Compliance



# CUSTOMER COMPLAINTS *Policy and Procedure*

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## 1. Purpose

The Irish Greyhound Board (IGB) are committed to providing a high-quality service to all of our customers. The Complaints Procedure set out in this document provides our customers with the facility to make a complaint to IGB. This procedure will assist us in improving our standards of service whilst ensuring that complaints are dealt with in a timely manner.

## 2. Definitions

A customer is defined as any person attending a greyhound track owned or licenced by IGB, who is attending for the purpose of greyhound racing, trials, sales or any other IGB sanctioned event. Customers include patrons, owners, trainers and any other person in attendance.

A complaint is defined as any statement expressing dissatisfaction, on the grounds that it is reasonable and fair to make such a complaint, which relates to any person or issue including the facility, racing operations or the standard of service provided, which the complainant believes has adversely affected them.

## 3. The Complaints Process

IGB will process a complaint using only the below reasonable steps. Any intimation from a customer to go outside of this procedure while the complaint is being processed will result in the complaint being closed.

### 3.1 Stage One

The Complaints procedure is commenced when a customer submits a complaint to IGB.

This can be done by:

- Letter addressed to the Complaints Officer at the IGB Regulation Department, Green Park, Dock Road, Limerick
- Fax addressed to the Complaints Officer and sent to 061 303 959
- Email sent to [complaints@igb.ie](mailto:complaints@igb.ie)

For a complaint to be processed it must be:

- I. Submitted in writing using the IGB Complaint Form, including details and the surrounding information of the complaint.
- II. Submitted on a confidential basis, and remain confidential throughout the process.
- III. Received within 14 days of the alleged incident (unless the Regulation Department are satisfied that there are exceptional circumstances to extend beyond this deadline).

### 3.2 Stage Two

We will send written acknowledgement of your complaint within 3 working days of receiving it. We will then investigate the facts relating to your complaint. This will normally involve passing your complaint to a nominated person within IGB, who will review the matter, file it and where appropriate speak to relevant staff members.



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### 3.3 Stage Three

The nominated person from IGB will then make contact with the customer (in writing or otherwise, as circumstances require) to discuss and resolve your complaint. S/he will do this within 14 working days of sending you the acknowledgement email. In cases where this contact is verbal, s/he will write to you within 3 working days of the discussion to confirm what took place and any solution(s) agreed with you.

Where possible, we will endeavour to finalise the process and resolve all complaints no later than 30 working days after the initial complaint was received.

Please note that the customer's cooperation with any investigation is necessary in order to complete this process. Following the initial complaint and our written acknowledgement, if we have no further contact and the customer does not make themselves available for any future discussion or follow-up investigation, we will consider the matter closed. The time limit for this will be 14 days after our first attempt to contact the customer to resolve the complaint. Unless a valid reason is given for a lack of response, we will close the complaint at this point.

## 4. Vexatious Complaints

Complaints must be made in good faith. In cases where a complaint is deemed to be vexatious, the complaint will not be considered and further appropriate action may be taken by IGB.

Vexatious complaints include the following:

- An abuse of the process
- Complaints submitted to harass or annoy, to cause delay or detriment, or any other wrongful purpose
- Complaints submitted without reasonable grounds

It should be noted as a guiding principle that where the actions or behaviour of any individual person or persons are being complained about, such person(s) have a proprietary right to their good name.



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# CUSTOMER COMPLAINT FORM

- Please complete all sections as far as possible to ensure the processing of your complaint.
- A written complaint must be delivered to the IGB Regulation Department within 14 days of an incident.
- A complaint must follow the procedure laid down in IGB's Customer Complaints Policy and Procedure.
- The completed Complaint Form should be returned to:

**Complaints Officer,  
IGB Regulation Department,  
Green Park,  
Dock Road, Limerick**

Or by email to [complaints@igb.ie](mailto:complaints@igb.ie) or fax to **061 303 959**

## 1. YOUR CONTACT DETAILS:

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel No: \_\_\_\_\_

Email: \_\_\_\_\_



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## 2. COMPLAINT DETAILS

When completing this section, **please give as much information as possible.**

Date of Incident(s): \_\_\_\_\_

Location of Incident(s) *(please specify the stadium and the specific area within that stadium):*

\_\_\_\_\_

\_\_\_\_\_

Description of Incident(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

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\_\_\_\_\_

Name of other party/ies \_\_\_\_\_

\_\_\_\_\_

Position of other party/ies \_\_\_\_\_

\_\_\_\_\_

Name of Witness/es \_\_\_\_\_

\_\_\_\_\_

Position of Witness/es \_\_\_\_\_

\_\_\_\_\_





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#### 4. SUPPORTING DOCUMENTATION

If you are applying supporting documentation please set out a description of each document relied on here:

DOCUMENT A \_\_\_\_\_

DOCUMENT B \_\_\_\_\_

DOCUMENT C \_\_\_\_\_

DOCUMENT D \_\_\_\_\_

