

Sport Northern Ireland Complaints Procedure

- Step 1 Telephone/email/write to the person concerned (see address below). All complaints will be acknowledged within five working days and a full explanation within a further 10 working days.
- Step 2 If you are not satisfied with the response you can write to the Chief Executive. You will receive an acknowledgement within five working days and your complaint will be reviewed and a written response sent to you within a further 15 working days.
- Step 3 Should you still be unhappy, you can write to the Chief Executive asking him to put the matter before a meeting of the Sport Northern Ireland Board. These meetings take place bi-monthly. The full facts of the complaint will be presented to the next scheduled Board meeting and a reply will be sent to you within 10 working days of the meeting.
- Step 4 If you feel that your complaint has not been dealt with in a satisfactory manner, you can contact the Commissioner for Complaints (Ombudsman).

By Post

The Ombudsman
Freepost
Belfast
BT1 6BR

By Phone/Fax

Freephone 0800 343424
028 9023 4912

Or Call Into The Ombudsman Office

33 Wellington Place
Belfast
BT1 6HN

The Ombudsman will normally expect you to have raised the complaint with us before referring it to him.

Sport Northern Ireland
2a Upper Malone Road
Belfast BT9 5LA
Tel: 028 9038 1222
Email: info@sportni.net