

# Complaints Management Procedure

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## **Complaints Management Procedures**

Ulster Branch Badminton Union of Ireland shall follow Badminton Ireland procedures relating to general complaints and child protection issues.

As a first step, all complaints from any source must be submitted in writing to the general secretary of Ulster Badminton for any action.

Badminton Ireland has drawn up specific procedures to enable the organisation deal appropriately with any concern raised about the welfare of a young person. For further information please go to:

<http://www.badmintonireland.com/file/455242/?dl=1>

All groups affiliated to Badminton Ireland are required to put in place similar procedures, which will allow all members who are dissatisfied to register their concern.

These procedures are designed to ensure that:

- The safety of the young person is the overriding priority.
- The reputation of the person against whom the allegation is made is protected while the process of dealing with the complaint is ongoing.
- That the process, while protecting the young person, is consistent and as fair as possible to everyone involved.