



## The Canoe Association of Northern Ireland (CANI)

### Complaints Procedure

#### ***What to do if you have a complaint.***

Send an email, with details of your complaint to the Head of Operations at [rodgerhamilton@cani.org.uk](mailto:rodgerhamilton@cani.org.uk).

Our goal is to give excellent service to all of our members, but we recognise that occasionally things do go wrong. We take all complaints we receive seriously and aim to resolve all of our members' problems promptly. To ensure that we provide the kind of service you should expect of us, we welcome your feedback.

What will happen if you complain?

- We will acknowledge your complaint within 5 working days.
- We aim to resolve complaints, following assessment and investigation, as quickly as possible.

Most of our members' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update within 10 working days of receipt and give you an expected date of response. Please note that we do keep a record of all complaints received over the past year to help us improve our internal systems and procedures.

If you are unhappy with the response you receive, you may write to the Chairperson who will review the matter with the board and respond accordingly.

If your complaint is about the Head of Operations, you can send the complaint to [chairperson@cani.org.uk](mailto:chairperson@cani.org.uk).