



UCD CSL LTD

Company Complaints Procedure

2024 / 2025

At UCD CSL Ltd, we are committed to providing exceptional service to our customers and stakeholders. However, we understand that there may be instances where our service does not meet expectations. In such cases, we encourage both customers and stakeholders alike to share feedback through our comprehensive complaints procedure. We aim to resolve your concerns in a fair, efficient, and timely manner.

1. Filing a Complaint

CSL Ltd categorises complaints from users of its facilities into two user profiles:

1) Members of UCD Sport & Fitness: members can file formal complaints with the club's Member Services office through the following methods:

- In-person: Visit the UCD Sport & Fitness Member Services office, open weekdays from 10 am to 10 pm and weekends from 10 am to 5 pm.
- Email: Send your complaint to the Member Services office at fitness@ucd.ie. Include the word "Complaint" in the subject line to ensure it is addressed promptly.
- Post: Address your complaint to the Member Services office at UCD Sport & Fitness Member Services, UCD Campus, Belfield, Dublin 4.

2) Patrons of all other Facilities: complaints from patrons using all other facilities are managed by the Student Centre operations team:

- Email: Send your complaint to the Student Centre operations team at student.centre@ucd.ie. Include the word "Complaint" in the subject line to ensure it is addressed promptly.
- Post: Address your complaint to the Communications Officer, UCD Student Centre, Belfield, Dublin 4.

Please provide detailed information about your complaint, including relevant dates, times, and the names of any staff members or individuals involved. CSL Ltd aims to respond to all complaints within 10 working days.

2. Acknowledgment of Your Complaint

Upon receiving your complaint, we will acknowledge it within 10 working days. This acknowledgement will include the contact details of the person dealing with your case.

3. Investigation Process

Your complaint will be thoroughly investigated by senior management of the relevant department. We aim to:

- Understand the nature of your complaint.
 - Consider your complaint in an objective and fair manner.
 - Collect all relevant information and evidence to enable us to respond effectively.
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4. Communication and Resolution

Within 10 working days of receiving your complaint, we will inform you in writing about the steps being taken to resolve the issue. This communication will include:

- An outline of the investigation process.
 - The expected timeframe for resolution.
 - Any actions we have already taken or plan to take in response to your complaint.
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5. Resolution Outcome

Once the investigation is complete, we will provide you with a final response that outlines the outcome. If you are not satisfied with our response, you can request a review of the decision by a higher authority within the company.

6. Confidentiality

All complaints will be handled with strict confidentiality and in accordance with relevant data protection regulations.

7. Continuous Improvement

We value your feedback as it helps us improve our service. All complaints are recorded and analysed for patterns that might indicate a need for systemic changes.

8. External Escalation and the Role of the Ombudsman

If you are not satisfied with the internal resolution of your complaint, you have the right to seek an independent review. For general complaints, you may escalate the matter to an independent Ombudsman. In cases where the complaint specifically involves issues related to children or services provided to children, you may contact the Ombudsman for Children. Upon request, we will provide you with the necessary information and guidance on how to initiate an escalation to these external bodies.

We at UCD CSL Ltd take your concerns seriously and are dedicated to ensuring that your experience with us is positive. If you have any questions about this procedure, please do not hesitate to contact us.