

## Members Complaint Form



The ITBA is committed to ensuring that all of our Members receive the best possible service. We welcome feedback from Members when they experience problems and treat feedback as an opportunity to help us to improve our service delivery. We endeavour to handle all complaints fairly and work towards solving Members complaints in a courteous and timely manner.

### How to Make a Complaint

You may refer your complaint to the ITBA Secretary by using the form below to describe the nature of your complaint and email the completed form to: [secretary.executive@tenpinbowling.ie](mailto:secretary.executive@tenpinbowling.ie)

### Details of Complaint

Name of Complainant:

Address:

Telephone Number:

Email:

Date of Complaint:

**Please describe in detail the nature of your complaint:**

**Please describe what actions can be taken to effectively deal with this complaint:**

**ITBA Constitution: APPENDIX A.1**

**PROCEDURE FOR THE LODGEMENT (AND HEARING) OF COMPLAINTS**

**SECTION 1      LODGEMENT OF COMPLAINTS**

A complaint shall:

- (i) Be submitted in writing to the Secretary of the Executive Committee;
- (ii) Be signed by the Complainant;
- (iii) Make specific reference to the Rule of the Association or provision of the Constitution allegedly violated;
- (iv) Detail the circumstances concerned;
- (v) Specify the names and addresses of any witnesses who may be able to provide substantiating evidence; and
- (vi) Request a ruling from the ITBA Executive.

**Please refer to the Rule of the Association or provision of the Constitution allegedly violated:**

**Detail the circumstances concerned:**

**Names and addresses of any witnesses who may be able to provide substantiating evidence:**

**Confirmation that you request a ruling from the ITBA Executive:      YES / No    (delete as appropriate)**



Complaint Tracker Reference Code:

Name of ITBA member taking complaint:

Name of person(s) investigating complaint:

Results of investigation

Action(s) taken

---

**Date complainant contacted with the results of the investigation and action(s) taken: ( / / )**

---