



Table Tennis Ireland

Customer Service Charter and Complaints Procedure

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Our Mission

To lead, promote, and support the growth of table tennis across Ireland by creating opportunities for participation at every level, from grassroots to high performance.

We are also committed to providing efficient, courteous, and high-quality services in line with Sport Ireland and Horse Sport Ireland best practices.

Our Vision

A Sport for All, A Sport for Life – where everyone has the chance to enjoy, play, and excel in table tennis.

Our Values

- Inclusivity – We welcome all abilities, ages, and backgrounds.
- Respect – We act with integrity, fairness, and professionalism.

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- Excellence – We strive for the highest standards in all that we do.
- Collaboration – We work together with clubs, volunteers, partners, and communities.
- Innovation – We embrace new ideas, technology, and approaches to improve our sport.

Who Our Customers Are

Our “customers” include:

- Members, clubs, and athletes
- Coaches, officials, and volunteers
- Parents, schools, and community groups
- Government, Sport Ireland, and partner organisations
- The general public interested in table tennis

We define and regularly review our customer groups to ensure all stakeholders receive fair and consistent service.

Our Service Commitment

We are committed to providing:

- Clear, timely, and accurate information in all communications
- Professional, courteous, and fair treatment in every interaction
- Accessible services that meet the needs of all, including people with disabilities and those who wish to engage through the Irish language
- Safe, inclusive, and supportive environments for participation in our sport
- Continuous improvement through learning, innovation, and customer feedback

This commitment is formalised through this Charter and a dedicated Complaints Policy.

Our Communication Standards

- Telephone: We will answer calls promptly, introduce ourselves, and either resolve your query immediately or arrange a callback by close of business that same day—or no later than within two working days.
- Written/Email: We will endeavour to reply by close of business on the same day. For detailed requests, we’ll send an interim acknowledgement within 5 working days and a full response within 10 working days, outlining who is handling the matter.
- In-person Visits: Reception will seek to address queries immediately. If unavailable, we will provide privacy, offer meeting rooms, and follow up by close of business or within two working days.
- Publications: We will make information on our website, social media, and newsletters clear, accessible, and up-to-date.

Service Standards

- Facilities & Events: We will ensure our events and offices are clean, safe, and accessible.
- Consultation: We will engage with members and stakeholders through surveys, meetings, and forums to shape our services.
- Equality & Accessibility: We are committed to meeting our Public Sector Equality and Human Rights duties, ensuring fair and inclusive access for all.
- Transparency: We will make decisions openly and provide clear rationales.
- Reception & Privacy: Reception staff will arrange prompt contact with staff members, provide privacy, and ensure confidentiality in discussions.

Complaints and Appeals

We welcome feedback and take complaints seriously.

- Complaints may be submitted in writing, by email, or by phone.
- We will acknowledge complaints within 5 working days and aim to resolve them within 20 working days.
- If you are not satisfied, an appeals process will be available, with escalation to an independent committee where required.
- All complaints will be treated fairly, consistently, and without prejudice.

We also recognise that in rare cases, unreasonable behaviour can occur. In such cases:

- Customers will be informed if behaviour is inappropriate and warned that calls may be terminated.
- We may restrict communication to certain channels (e.g. written only), reduce frequency, or assign specific staff members to manage communication.
- All incidents will be logged and reviewed to ensure fairness and staff protection.

Our separate Complaints Policy outlines detailed procedures.

Equality and Accessibility

Table Tennis Ireland is committed to:

- Promoting equality of opportunity across all activities and services
- Ensuring accessibility for people with disabilities
- Supporting participation in line with the principles of Sport for All
- Respecting the Irish language and cultural diversity

Feedback and Continuous Improvement

We actively encourage customer feedback to improve our services.

- Feedback can be provided through surveys, consultation forums, or direct contact.
- We will report annually on how customer feedback has informed improvements.
- Formal monitoring of feedback and complaints will shape future services.

Monitoring and Review

This Charter will be reviewed every two years to ensure it reflects best practice, meets Sport Ireland requirements, and continues to align with the needs of our members, stakeholders, and the public.

The Charter's revision date will be recorded to ensure transparency.

Appendix: Complaints Procedure

Table Tennis Ireland Complaints Procedure:

1. Submitting a Complaint:

- Complaints may be submitted via email, phone, or in writing to the TTI office.
- Complaints should clearly describe the issue, relevant dates, and persons involved.

2. Acknowledgement:

- Complaints will be acknowledged within 5 working days.
- The acknowledgement will confirm receipt and provide details of the assigned staff member handling the complaint.

3. Investigation:

- Complaints will be investigated objectively and fairly.
- We aim to resolve complaints within 20 working days. Where more time is needed, the complainant will be updated.

4. Resolution:

- A written outcome will be provided, outlining the findings and actions taken.
- If unsatisfied, complainants may escalate to the Appeals Committee.

5. Appeals:

- Appeals must be submitted in writing within 15 working days of the resolution.
- Appeals will be reviewed by an independent panel.

6. Unreasonable Behaviour:

- In cases of abusive, persistent, or vexatious behaviour, TTI may:
 - Restrict communication to written form only
 - Limit points of contact to a specific staff member
 - Reduce the frequency of communication
 - Refuse further communication where complaints have been fully addressed

7. Record Keeping:

- All complaints and outcomes will be logged.

- Records will be reviewed regularly to identify trends and improve services.

This policy ensures fairness, transparency, and accountability while safeguarding staff and volunteers.