



## **Complaints Procedure:**

1. Coaches will attempt to resolve a complaint or incident informally with all parties involved.
2. If it is not possible, for all parties to informally resolve a complaint or an incident, then an Incident Form must be completed by the complainant, the coach and relevant parties involved.
3. The Juvenile Chairperson and Children's Officer will review the incident form. They will then facilitate a Hearing committee to consider the reported incident and associated outcome. A number of club personnel will form a Hearing Committee as and when required.
4. A timeline and communication plan shall be agreed with all parties involved.
5. All complaints or incidents will be addressed in a fair and efficient manner through a number of stages:

1. Informal
2. Formal
3. Additional considerations

Coaches, Parents/Guardians, and Players are asked to co-operate with the club and all Codes of Behaviour, Policies and Procedures as directed by the GAA.

**Give Respect Get Respect  
Everyone has a part to play from  
Players, Parents, Coaches,  
Members of An Tochar Club, Match Officials, Spectators**