



IHUA Grievance Procedure for Members

This grievance procedure has been drafted as guidance for members who have issues surrounding any matters within the Association.

Where a member wishes to make a complaint, they should address the issue, in writing or email, to the Chairperson of the Association.

It will be the responsibility of the Chairperson to appoint a suitable person of the Executive Committee or the Association to investigate the matter and provide a written response to the umpire concerned. This should occur within twenty-one (21) days, following receipt of the complaint. All correspondence and any other papers should be retained by the appointed Investigator.

Should the member not be satisfied with the response, the umpire should notify the Chairperson within fourteen (14) days of receipt of the response to their complaint. The complainant is required to outline the nature of their dissatisfaction in writing to the Association Chairperson.

The Chairperson will then request all correspondence and any other papers involved in the initially process and make the final decision regarding the outcome of the complaint. This process should commence within fourteen (14) days of receipt of the notification with the aim of completion within a further one (1) calendar month.

It is good practice for all parties to acknowledge the date of receipt of all communications.