



Customer Complaint Procedure

Alert a member of our team about your complaint as soon as possible. Methods of communication for this include verbally to a duty manager, telephone, email and social media. Comment forms may also be completed and posted in the customer comment box at reception.

All complaints received are prioritised, and acknowledged as soon as possible.

Investigation will take place if required where appropriate to determine any issues that should be addressed and to prevent a repeat occurrence.

Follow up is made in the first instance by the Sports Service & Experience Manager, Eamon Cusack, or an alternative member of Trinity Sport. See Trinity Sport 'Speak up Policy' for more information.

TCD students, should you wish to make a formal complaint to Trinity College please view the College complaints procedure, please [click here](#).

