

Féileacáin Complaints Policy:

Our Commitment to You

Féileacáin is committed to ensuring that all our engagements with members, the general public, our supporters, and all others who engage with us, are of the highest possible standard. We listen and respond to all views so that we can continue to improve. Féileacáin welcomes both positive and negative feedback and we aim to ensure that:

- It is as easy as possible to make a complaint, where the need arises;
- We would never treat a person who made a complaint badly, and would always ensure that they are entitled to the same services and support as everyone else
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- We treat every complaint seriously, whether made by telephone, letter, email or in person;
- We deal with any complaint quickly and courteously;
- We respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc.;
- We learn from complaints, use them to improve, and monitor them at Board level.

What to do if you have a Complaint?

If you do have a complaint about any aspect of our work, you can contact Féileacáin in writing, by post or email. Any complaints made over the telephone will be redirected to do so through writing. If this is not possible for you, we will ensure a second member of staff is present, one staff member listens to your complaint over the phone, and dictates to a second

staff member to record to ensure everything is understood correctly. In the first instance, your complaint will be dealt with by our HR Manager, or Compliance Office, depending on the nature of the complaint. Please let us know how you would like us to respond, with relevant contact details.

Aisling Cregan, HR Manager

aisling@feileacain.ie

Féileacáin, 37 North Street, Skibbereen, Co. Cork P81X370

OR

Nina Doyle, Compliance Officer

nina@feileacin.ie

Féileacáin, 37 North Street, Skibbereen, Co. Cork P81X370

We are open from 9.00 am to 5.30 pm Monday – Friday

What information do we need to help resolve your Complaint?

- Remember to state your name and telephone number or email address
- Describe what your complaint is about stating relevant dates and times
- State your preferred method of communication

What Happens Next?

If you complain over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our Complaints Register and tracked until they are resolved. The complaints register is reviewed annually by our Compliance Officer, who then update the board of directors.

What happens if the complaint is not resolved?

If your complaint is not resolved, it will be escalated to a member of Senior Management. If you are still not happy with our response you may appeal by getting in touch with the Chairperson of the board who will ensure that your appeal is considered at Board level. They will respond within two weeks of this with consideration by Board members. We will keep you informed of every step, to ensure that you hold knowledge and autonomy over the situation.

Acting on Results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your Voice

We value all feedback from those who engage with us, and would also like to hear from you about what you think we do well.

Third Party

Where the complaint involves a third party, or considers an issue which is outside the scope of Féileacáin, Féileacáin will inform you of our Scope and do our best to redirect to the appropriate body.