



Nano Nagle Place Complaints Policy

1.0 Introduction

Nano Nagle Place is committed to ensuring that all our communications and dealings with our members, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to our stakeholders' views so that we can continue to improve. Nano Nagle Place welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat any clear expression of dissatisfaction with our operations which calls for a response as a complaint;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly and politely;
- 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;

Nano Nagle Place acknowledges that both the complainant and the organisation have an equal voice and are of equal importance in our complaints process. The emphasis is on positively resolving complaints at a local level where possible. The complaints process operates in the spirit of natural justice and is fair, transparent, and impartial.

Nano Nagle Place is committed to safeguarding the rights of complainants and organisation staff in an impartial investigation of the complaint, no parties to the complaints will be prejudiced in any future dealings with the organisation.

2.0 Scope

2.1: What is a complaint?

A complaint is any expression of dissatisfaction by one or more members of the public about the organisation's operations which calls for a response.

2.2 Who can complain?

Anyone directly affected by the way the organisation has carried out its functions, or anyone acting directly on such a person's behalf, may make a complaint under this Policy.

It is Nano Nagle Place policy that complainants must provide contact details when making a complaint to enable appropriate validation, follow up and investigation of that complaint unless there is a good and sufficient reason for withholding this information. Anonymous allegations on their own cannot lead to a formal investigation as there is always a possibility that they are vexatious. Notwithstanding the fact that anonymous allegations cannot be subject to a formal investigation unless there is supporting evidence, such allegations will be reviewed within the limitations of the information provided to assure that the systems in place are robust and the welfare of service participants, staff, volunteers, and visitors is not at risk.

This Policy does not apply to Nano Nagle Place staff, a complaints procedure for staff is outlined in the Employee Handbook.

3.0 How To Make A Complaint

3.1 How to contact Nano Nagle Place

Nano Nagle Place aims to resolve issues leading to complaints as quickly as possible and to the satisfaction of all parties. Complaints can be made by contacting Nano Nagle Place in writing or by telephone.

In the first instance, the complaint will be dealt with by the Corporate Services Manager or Ministry Manager.

Contact details for these Managers are:

Corporate Services Manager: Caroline Dunne, caroline@nanonagleplace.ie, 083 753 2402

Ministry Manager: Helen Geary, helen@nanonagleplace.ie, 086 2641434

Complaints made by post can be addressed to either of the managers above and sent to:

Nano Nagle Place

Douglas Street

Cork

T12 X70A

Please mark postal correspondence **Private and Confidential**.

3.2 What to include

When making a complaint, please provide the following information:

- name

- address
- contact details (phone and/or email address)
- please advise if you are acting on behalf of somebody else
- a brief description of the complaint, including dates and times if possible
- what you would like to achieve from the process (e.g. an apology)
- what your preferred method of communication is

3.3 Timeframe for complaints

Complaints should be made as soon as possible after the action giving rise to the complaint and within six months at the latest. Only in exceptional circumstances will a complaint be investigated where the action giving rise to it occurred more than six months in the past. Such cases will be referred to the CEO who has discretion to extend the timeframe if it is deemed in the public interest to do so.

3.4 Confidentiality

All complaints will be handled in the strictest of confidence.

3.5 Complaints made by children

Children who have a complaint can make their complaint themselves or via an adult of their choice. Such complaints will be listened and responded to in line with this Policy. Any meetings with children in response to dealing with a complaint must also be attended by a parent, teacher or other adult of the child's choosing. A child is defined as any person under the age of 18.

Concerns or complaints related to welfare/abuse will be dealt with under the terms of the Nano Nagle Place Safeguarding Policy

4.0 The Complaints Process

4.1 The complaints process

Nano Nagle Place aims to resolve complaints received early and locally. Your written complaint will be acknowledged within five working days and you will be informed how it is being dealt with. It may be necessary for Nano Nagle Place to follow up with you to request further information to aid with investigation in order to fully understand the complaint.

Once we fully understand the complaint, we will respond to you within 30 days of the complaint being acknowledged. We will tell you what has been done and how our conclusions were reached. Where it is not possible to resolve the complaint within this

timeframe, we will notify you of this, explain the reason why and issue a new timeframe for resolution.

All complaints will be logged in our Complaints Register and tracked until they are resolved. The complaints register is a confidential record, maintained by the Corporate Services manager and stored on our server. The Corporate Services Manager reports on the management of complaints received to the Executive Leadership Team and the Board of Directors.

4.2 What happens if the complaint is not resolved?

If you are not satisfied that your complaint has been dealt with in line with this Policy, you may appeal the decision via the contacts outlined in section 3.1 and the complaint may be raised internally with the CEO and/or the Chairperson.

4.3 Acting on results

We will do everything we can to resolve the issue and will review our procedures where necessary.

4.4 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.

5.0 Policy Review

This Policy will be reviewed every five years and/or in light of any legislative or regulatory changes.