



COMPLAINTS POLICY

POLICIES & PROCEDURES

The Saoirse Foundation provides the detailed policies and procedures that defines the charity's governance structures, providing assurance to all stakeholders that the Saoirse Foundation operates to the highest standards as a Non-Profit Organisation of its size. This document follows the Deloitte Governance Review for a type B charity, issued in Nov 2015 to ensure full compliance with the Governance Code. The Board aspires to be compliant with a type C organisation and this document has been developed to comply with same.

Issued by The Saoirse Foundation


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1. Complaints Policy


The Saoirse Foundation has a Complaints Policy to enable feedback from the public, service users, and donors. The following policy outlines the process and procedures for Complaints.

a. Complaints Procedures

i. General principles

The Saoirse Foundation recognises that people may wish to provide feedback on their experiences of our organisations, our services, personnel, operating procedures and standards.

The Saoirse Foundation encourage feedback, both positive and negative, on all aspects of our organisation so that we can maintain and improve standards on an ongoing basis.

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If an individual or organisation chooses to make a formal complaint, we will deal with this as quickly and fairly as possible and put things right where appropriate.

ii. [Scope](#)

The purpose of this section is to set out for all parties' concerned, the Saoirse Foundation code of practice for dealing with formal complaints.

iii. [Responsibility](#)

The Saoirse Foundation Board is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively.

All volunteers are expected to facilitate this process, act in compliance with the policy and support its implementation.



The CEO will report such complaints to the board as part of the KPI process.

iv. [Eligibility](#)

Anyone using or trying to use Saoirse Foundation services can make a complaint. However, the Saoirse Foundation does not respond to anonymous or abusive complaints.

v. [Treatment of complaints](#)

Complaints are taken seriously. Each complaint is treated equally, sensitively and in confidence. All complaints are handled with an open mind and investigated without prejudice. Complaints are dealt with promptly in an attempt to resolve them as quickly as possible.

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vi. Complaints Procedure

The Complaint procedure is as follows:

- Complaints should be in writing, using the designated feedback form, addressed to the CEO of the Saoirse Foundation. The CEO will respond to the complaint within 21 working days of receipt. If it requires further investigation, the complainant will be made aware of this.
- If the complainant is unhappy with the reply they have received (or if the original complaint is actually about the CEO of the Saoirse Foundation), they can appeal in writing to the Board of the Saoirse Foundation.
- The Secretary will let the complainant know in writing, within 21 working days of receiving this letter, that the complaint is being investigated further and that it will be presented to the next meeting of the Board.
- Completed Forms should be sent to :

Mr Tony Heffernan, CEO

The Saoirse Foundation,

2 James Street

Tralee, Co .Kerry, Ireland Tel 083 00 44 444


Or by email to tony.heffernan@saoirsefoundation.com

Our office is open from 8:30am to 4:30pm Monday to Friday

vii. Monitoring & Evaluation

The Saoirse Foundation monitors and evaluates feedback about the organisation on a regular basis and seeks to make ongoing improvements where appropriate.

Ideally in the first instance you should address your complaint to the Saoirse Foundation as outlined above.

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You may however at any stage make your complaint in writing to the Monitoring Group of the Charities Institute of Ireland, who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

Charities Institute Ireland,
56 Fitzwilliam Square North,
Dublin 2
TEL: 01 541 4770

<http://www.charitiesinstituteireland.ie>

Contact Directly: [Click here](#)

Feedback Form

Please use BLOCK LETTERS when completing the form!

Details of complaint, compliment or comment:

Need More Space? PTO

Your suggestions to resolve your problem/improve our service?

Need More Space? PTO

Your Contact Details

First Name:	Contact Address:	Contact Email:
Surname:		
Contact Number:	Date:	Signature:
For Saoirse Foundation Use Only		
Date Rec'd	Rec'd By	Completion Date:
Please Note: As part as our open and transparent approach we may use this form for training and improving our service.		

Post or Email Your Completed Form To:

Mr Tony Heffernan CEO,
The Saoirse Foundation,
2 James Street, Tralee,
Co .Kerry, Ireland (083 00 44 444)
tony.heffernan@saoirsefoundation.com

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