
Complaints and Comments Policy

Approved by the Board on 06th December 2023

Table of Contents

Table of Contents 2

Introduction 3

Complaints and Comments Policy 3

What is a complaint? 3

What is a comment? 3

The complaints process 3

The comments process 5

Data Protection and Freedom of Information 5

Policy Review 5

Appendix I: Complaints Form 6

Appendix II: Comments Form 8

Introduction

Community Foundation Ireland (the Foundation) and its donors are on a shared mission of equality for all in thriving communities. Together with 5,000 voluntary, community and charitable partners we are a philanthropic hub for Ireland which is a source of knowledge, expertise and information to ensure effective and strategic giving.

Our mission is supported by four pillars: Sustainable Futures, Inclusive Communities, Empowering Generations and Accelerating Change.

Complaints and Comments Policy

The Foundation is committed to providing the highest standards of service to all our stakeholders. When something goes wrong, we would like you to tell us about it. We also welcome both positive and negative feedback as this will assist us in improving our performance and standards.

We aim to ensure that it is as easy as possible to make a complaint or comment as appropriate. We treat all complaints seriously and deal with them in a timely, polite, and professional manner. We also take all comments/feedback seriously and we will take action, when appropriate to do so.

What is a complaint?

A complaint is an expression of dissatisfaction about our action or lack of action as it relates to our service to our stakeholders. You may complain about the way we do our business, something we have done wrong or should have done or how we have treated you.

What is a comment?

A comment is either an expression of satisfaction with regard to the work of the Foundation or the identification of a potential area for improvement.

The complaints process

If you have a complaint, this is what you should do:

- a) Your complaint may be made in writing (Appendix I), marked "Private & Confidential" and sent to the CEO who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter of complaint.

- b) The CEO shall investigate the complaint, and if deemed appropriate consult with the Chair of the Board (and/or the Chair of the Grants and Impact committee (GIC) or Chair of the Audit and Risk committee (ARC), both sub-committees of the Board).
- c) The results of the investigation shall be communicated to you within a reasonable time – normally 30 days.

You have the right, if dissatisfied with the results of the inquiry, to put your case in writing, to a panel comprised of at least three members of the Board of the Foundation.

This request should be made in writing to;
Chair of the Board c/o Community Foundation Ireland,
30 Merrion Square North,
Dublin,
D02 VE40

requesting a panel review. The decision of the panel will be communicated in writing, however depending on the severity of the complaint an in-person panel review may be deemed appropriate by the Board.

The decision of the panel will be final and there is no appeals process.

Where appropriate the Foundation will make a written apology to the complainant and agree on any further action necessary.

All formal complaints and responses are logged securely for tracking on our Complaints Register until they are resolved. The Register is reviewed by the Board on a regular basis and 'review of complaints' is a standing item at the Audit and Risk committee meeting.

The ARC shall be informed by the CEO at the first available meeting of the number and nature of any formal complaints and their outcome. Depending upon the outcome of an investigation into a complaint, consideration shall be given to its implication for the planning and management of future services by the Foundation.

This process for lodging complaints does not apply to members of staff of the Foundation who have a separate grievance process as outlined in the staff handbook.

The comments process

If you have a comment, this is what you should do:

Your comment may be made in writing (Appendix II), marked "Private & Confidential" and sent to the CEO who will acknowledge it in writing (normally within 7 days of receipt).

Your comment shall be reviewed by the Foundation Senior Leadership Team and any areas identified for improvement shall be implemented where deemed necessary and appropriate.

Data Protection and Freedom of Information

All personal information received by the Foundation in relation to a complaint shall be stored in accordance with GDPR, the Data Protection Act 2018 and the Freedom of Information Act 2014.

Policy Review

The Foundation is committed to regularly reviewing the terms of this Policy to ensure it remains up to date with changes in the law, best practice, and other developments.

Appendix I: Complaints Form

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Community Foundation Ireland

A: Your details (in block capitals)

Forename(s):	
Surname:	
Title:	
Address:	
Your email address:	
Daytime phone number:	
Mobile number:	

Please state by which of the above methods you would like us to contact you:

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The person who experiences the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that we will need to satisfy ourselves that you have the authority to act on behalf of that person.

B: Making a complaint on behalf of someone else - His or her details. (in block capitals)

Their name in full:

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Their address:

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What is your relationship to them?

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Why are you making a complaint on their behalf?

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C: About your complaint: Please continue your answers to the following questions on a separate sheet if necessary

Please give clear, detailed information in relation to the complaint, including whether you have discussed the issue with the person involved in the complaint.

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If you have any documents to support your complaint, please attach them to this form.

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Signature:	
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Date:	
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If you dealt with The Community Foundation Ireland staff member, please note their name here:

And then return this form by email or post:

info@foundation.ie

The CEO,
Community Foundation Ireland,
30 Merrion Square North,
Dublin,
D02 VE40

Appendix II: Comments Form

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Community Foundation Ireland

What would you like to say?	
What do you like about Community Foundation Ireland?	
What could we do differently?	
A: Your details (in block capitals)	
Forename(s):	
Surname:	
Title:	
Address:	
Your email address:	
Daytime phone number:	
Mobile number:	
Signature:	
Date:	

If you dealt with The Community Foundation Ireland staff member, please note their name here:

And then return this form by email or post:

info@foundation.ie

CEO
Community Foundation Ireland,
30 Merrion Square North,
Dublin,
D02 VE40