



Complaints and Comments Policy

Approved by the Board on December 09th 2025

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

Vexatious and Unreasonably Persistent Complaints..... 5

The comments process 6

Data Protection and Freedom of Information 6

Policy Review 6

Appendix I: Complaints Form 7

Appendix II: Comments Form..... 9

Introduction

Community Foundation Ireland (the **Foundation**) and its donors are on a shared mission of equality for all in thriving communities. Together with over 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. We welcome both positive and negative feedback as this will assist us in improving our performance and standards so when something goes wrong or goes well, we would like you to tell us about it.

We aim to ensure that it is as easy as possible to make a complaint. 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 Governance and Compliance Manager. The complaint will be acknowledged in writing (normally within 7 days of receipt). You should keep a copy of your letter of complaint.
- b) The Governance and Compliance Manager shall investigate the complaint and, if deemed appropriate, consult with the Chief Executive Officer (**CEO**) or the relevant member of the Senior Leadership Team (**SLT**). Where deemed necessary, 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**) (which are both sub-committees of the Board) shall also be consulted.
- 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 investigation, to put your case in writing within 30 days of receipt of our response, to a panel comprised of at least three members of the Board of the Foundation nominated by the Chair of the Board.

This request for a panel review should be made in writing to;

Chair of the Board

c/o Community Foundation Ireland,

30 Merrion Square North,

Dublin,

D02 VE40

The panel will consider the complaint made by you, the nature and manner of the investigation undertaken by the Governance and Compliance Manager, and the results of that investigation. The panel in the course of its consideration would have the power to seek further documentation and/or information from you or to request that you (and/or your representative if appropriate) appear before it in person.

The decision of the panel will be communicated to you in writing.

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

If it is deemed appropriate and necessary following any investigation, 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 every meeting of the ARC.

The ARC shall be informed by the Governance and Compliance Manager at each 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 by both the ARC and the Board 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.

Vexatious and Unreasonably Persistent Complaints

The Foundation is committed to dealing with all complaints fairly and impartially. However, we recognise that in a minority of cases, people may act in an unreasonable manner when raising their concerns. We do not expect our staff to tolerate behaviour which is abusive, offensive, or threatening, and we will take action to protect staff from such behaviour.

Where a complainant's behaviour is deemed vexatious or aggressive, we may take action to limit their contact with our organisation. This may include:

- Limiting the complainant to one method of contact (e.g., email only)
- Limiting contact to a single named staff member
- Refusing to respond to further correspondence on a matter that has been fully addressed
- In extreme cases, ceasing all communication with the complainant.

Any decision to classify a complainant as vexatious or unreasonably persistent will be made by the CEO with the reasons clearly documented. The complainant will be

informed in writing of any restrictions placed on their contact with the Foundation and the reasons for these restrictions. These measures will be reviewed periodically and lifted when appropriate.

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 Governance and Compliance Manager. Your comment will be acknowledged in writing (normally within 7 days of receipt).

Your comment shall be reviewed by the Governance and Compliance Manager and the relevant member of the Foundation’s SLT and any areas identified for improvement shall be implemented where deemed necessary and appropriate. You shall be informed if it is deemed appropriate to take any action on foot of your comment.

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

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:	
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:	
Their address:	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

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.

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

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

And then return this form by email or post:

info@foundation.ie

Governance and Compliance Manager

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 a Community Foundation Ireland staff member, please note their name here:

And then return this form by email or post:

info@foundation.ie

Governance and Compliance Manager

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