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# Complaints and Comments Policy

*Approved by the Board*

## Table of Contents

Complaints and Comments Policy ..... 2

## Complaints and Comments Policy

The Community Foundation Ireland (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 welcome both positive and negative feedback as this will help us improve our standards.

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

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

- a) On first instance, it should be made to the Chief Executive Officer (CEO), who will try to resolve the issue informally.
- b) If the issue is serious, or you are not satisfied with the response received, you should make a formal complaint.
- c) Your complaint should be made in writing, 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. (See appendix below)
- d) The CEO will – in consultation with the Chair of the Board (or the Chair of Grant Making committee) – investigate the complaint.
- e) The results of the investigation will 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 or in person, to a panel comprised of at least two members from the Foundation 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.

The Board shall be informed by the CEO at the first available meeting of the number and nature of any formal complaints and their outcome. Consideration will be given to the implications for the planning and management of future services.

Please attach the relevant form to your email. Alternatively this form can be posted to:

The Governance & Compliance Manager

Community Foundation Ireland

3RD Floor Phibsborough Tower

Phibsborough Road

Dublin 7

D07XH2D

This process for lodging complaints does not apply to Community Foundation Staff who have a separate process for lodging complaints.