



Feedback and Complaints Policy

Effective Date: 7 Nov 2016

Review Date: to be reviewed **Nov 2018**

Handling Feedback and Complaints

The Immigrant Council of Ireland is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

The Immigrant Council of Ireland welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at Board level.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact Brian Killoran, CEO of the Immigrant Council of Ireland, in writing or by telephone. In the first instance, your complaint will be dealt with by our CEO (or by an appropriate member of staff to whom he delegates responsibility for dealing with your complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Contact:

Brian Killoran, CEO, Immigrant Council of Ireland

2 St Andrew Street

Dublin 2

Tel: 01 674 0202

Email: admin@immigrantcouncil.ie

We are open 5 days a week from 9am to 5pm.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved? – Step Two

If you are not happy with our response, you may get in touch again by writing to the Immigrant Council of Ireland's Chairman. You will receive confirmation of receipt of your complaint within 7 days. The Chairman will ensure that your complaint is considered at Board level and will respond within two weeks of its consideration by Board members. The Board will consider complaints and will respond according to its own procedures.

Contact:

John Cunningham, Chair, Board of the Immigrant Council of Ireland

2 St Andrew Street

Dublin 2

Tel: 01 674 0202

Email: john@immigrantcouncil.ie

If you have feedback or a complaint – Step Three

Monitoring Group

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint in writing to the Monitoring Group who oversee charities' compliance with the Statement of Guiding Principles for Fundraising.

This complaints policy does not apply to Immigrant Council of Ireland's staff or agents.