

Complaints Policy

Knockmore Rathduff Economic and Social Development Company

The Knockmore Rathduff Economic and Social Development Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our Commitment to you

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- Make sure all complaints are investigated fairly, promptly and in confidence;
- Handle all complaint information sensitively, telling only those who need to know; following any relevant data protection requirements;
- Gather information which helps us to improve what we do;
- Learn from complaints and use them to review and improve our service.

What is a Complaint?

A complaint is any expression of dissatisfaction about any aspect of the service we provide and can include:

- When we do not deliver a satisfactory service
- When we give you the wrong information
- When you have a problem with a member of staff
- When you are not happy with our social media communications

Please note that the Knockmore Rathduff ESD is unable to interfere with any matter which has been or is the subject of court proceedings.

How to make a Complaint

All complaints should be submitted to the manager of the Centre for initial review unless the complaint is about the manager and in such case, the complaint can be made to the board of directors.

By email or in writing, via post.

Email – Manager: Manager@knockmore.ie
 Secretary of the Board: knockmorerathduffesdcompany@gmail.com

Post: Manager, Knockmore Rathduff Recreation and Resource Centre,
 Knockmore Village, Ballina, Co. Mayo
 Secretary of the Board, Knockmore Rathduff Recreation and Resource
 Centre, Knockmore Village, Ballina, Co. Mayo

Complaint Response Time

Your complaint will be acknowledged by the person handling the complaint within 10 working days. A definitive reply will normally be sent to you within 20 working days. If there is a delay in responding we will keep you informed of our progress.

Review

If you are unhappy with the response, you may ask for a review by a Board Member, by emailing or writing to the following:

Email - Secretary of the Board: knockmorerathduffsdcompany@gmail.com

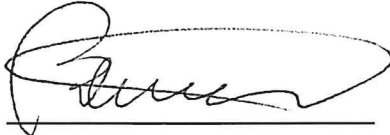
Post - Secretary of the Board, Knockmore Rathduff Recreation and Resource Centre, Knockmore Village, Ballina, Co. Mayo

Response time will normally be within 20 working days. If this is not possible, because for example an investigation has not been fully completed, a progress report will be sent with an indication as to when a full reply will be given.

Anonymous Complaints

All anonymous complaints, will be recorded and brought to the attention of the manager for a decision as to whether quality improvements are required on the basis of the complaint. Anonymous complaints will not normally be investigated.

Reviewed by Board: Cinn Cleary Date: 15/04/2021

Approved by Board:  Date: 15/04/2021