

Philanthropy Ireland |

Feedback and Complaints Policy

Philanthropy Ireland is committed to adhering to high standards of service in the delivery of our work. We welcome suggestions and feedback from all stakeholders as this will help us to improve our performance and standards.

We treat all feedback seriously and aim to address it in a professional, timely, polite and considered manner. We aim to make it as easy as possible for stakeholders to make a complaint or provide feedback.

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

1. Address your complaint to the Chief Executive Officer (CEO), providing as much information as possible and remembering to provide relevant contact details. (Note: If the complaint relates to the CEO, these should be addressed to the Chair of the Board at step 6 below).
2. The CEO will acknowledge any correspondence within 7 days of receipt and will try to resolve the issue informally.
3. If the issue is serious, you will be invited to make a complaint in writing (if not already done so) marked "Private & Confidential" and sent to the CEO who will acknowledge it in writing (normally within 7 days of receipt). Please keep a copy of your letter.
4. The CEO will – in consultation with the Chair of the Board (or the Chair of the Audit and Risk committee) – investigate the complaint.
5. The CEO will communicate the results of the investigation to you within a reasonable time, usually 30 days.
6. If you are not happy with the results of the investigation you can put your case in writing, addressed to the Chair of the Board, c/o Philanthropy Ireland, requesting an investigation by a panel of at least two Board members from Philanthropy Ireland.
7. The decision of the panel will be communicated in writing and will be final with no appeals process.
8. Where it's right to do so, Philanthropy Ireland will make a written apology to the complainant and agree on any further action necessary.
9. All formal complaints and responses will be recorded and filed in a secure place.
10. The CEO will inform the Board at the first available meeting of any formal complaints and their outcome. The Board will consider the implications for the planning and management of future services.