



POLICY

SeeBeyondBorders Ireland

**FEEDBACK AND
COMPLAINTS POLICY**

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DOCUMENT PURPOSE

SeeBeyondBorders Ireland recognises the importance and value of listening and responding to concerns and complaints. We are committed to achieving the highest standard we can in every area of our work and to continuous improvement.

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
- We treat any feedback or complaint seriously whether it is made by telephone, letter, email or in person
- We will deal with it quickly, politely and respectfully
- We will respond accordingly with an explanation or an apology depending on the complaint, investigation and outcome
- We learn from our complaints; we use them to improve and monitor at Board level
- We follow best practice on all Fundraising Complaints.

SeeBeyondBorders Ireland is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard.

How do you contact us with a complaint?

As a small volunteer-led organisation with limited capacity in terms of attendance/office arrangements, we have sought to make our complaints procedure as effective and efficient as possible.

- In the first instance, please contact us by email with details of the complaint or feedback on our dedicated Dublin address ireland@seebeyondborders.org.
- We undertake to acknowledge your email within 3 working days and provide a contact name and telephone contact for handling at that stage.
- We will aim to resolve complaints as quickly as possible and within 30 days unless there are exceptional circumstances. If a complaint is not resolved within 30 days we will inform you of progress and keep you informed every two weeks.

What if my complaint is not resolved?

We encourage complainants to work with us to resolve the complaint in the first instance.

If you are not happy with our response, you may get in touch again by writing to the Chair of SeeBeyondBorders Ireland. The CEO will ensure that your complaint is considered at Board level and will respond in writing within 14 days of the Board meeting subsequent to the receipt of the complaint.

If you are not satisfied with our response then you can submit a Concern to the Charities Regulator for independent consideration. See the charity regulators policy [here](#) and [here for further information on how to raise a complaint with them](#).

The board of SeeBeyondBorders Ireland will review the Feedback and Complaints for at 3-year intervals or as appropriate. The next update will be due by September 2024. The Board is responsible for ensuring that this policy is implemented effectively.

Signed

Name

Date