



Complaints Policy

An Foras Pátrúnachta



AN FORAS
PÁTRÚNACHTA



Complaints Policy

Scope

This procedure is related to complaints related to the operations of An Foras Pátrúnachta only. It is **not** the correct policy to use for complaints related to any part of schools under our patronage.

Our objectives:

- To respond to complaints in a courteous, timely and fair manner.
- To endeavour to address the specific issues raised and, where appropriate, update our procedures to avoid re-occurrence of the same issue.
- To endeavour to achieve a situation where the complainant feels we have addressed the complaint.

Questions & Views

We welcome questions and views from various stakeholders and the public. There are many opportunities to share questions and views with us via email, meetings, conferences, AGM etc.

Procedure

1. Where we receive an oral complaint, we will ask for the complaint to be submitted as a written complaint FAO General Secretary to our postal address. All written complaints will be investigated on the basis of our understanding of the issue.
2. We will acknowledge in writing each complaint within 10 business days of receipt. This acknowledgement will contain a copy of these procedures. Anonymous complaints in any form will be viewed as vexatious and will be ignored.
3. We shall investigate the complaint as swiftly as possible.
4. We will attempt to investigate and resolve the complaint within 40 business days of having received the complaint; where the 40 business days has elapsed and the complaint is not resolved, the complainant will be informed of the anticipated timeframe within which we hope to resolve the complaint.
5. Within 5 business days of the conclusion of our investigation of the complaint, we will send a written report of the outcome of this investigation, unless the matter requires attention from the Board of Directors or legal advice.
6. Depending on the nature of the issue, the General Secretary will decide if and when to refer the matter to the Board of Directors. All written complaints will be included in the list of correspondence included at Board of Director meetings.
7. A manager will review the file before its conclusion and attempt to identify any procedures that can be implemented by our firm to avoid a repeat of the type of complaint received. Any new procedures will be immediately communicated to all staff and placed in the Written Procedures file.

Review

This policy will be reviewed every 3 years or as deemed necessary.

Approval

This policy was approved at a meeting of the Board of Directors on 15.01.24.