



Queries, Comments and Complaints Procedure

April 2024 (Revised)

Agapé Ireland is committed to ensuring that all our communications and dealings with the public and our supporters are of the highest possible standard. We welcome feedback and opportunities to improve our organisation.

We aim to ensure that:

- queries, comments and complaints can be easily made;
- they are promptly and politely responded to;
- any expression of dissatisfaction with our organisation is treated seriously and dealt with accordingly (for example, with an explanation or an apology where we have made a mistake);
- comments and complaints are taken on board in our planning and development as an organisation, and that we learn from them.

How to submit a query or comment

Queries and comments can be submitted in person, by phone to our office (+353 85 187 4548), or in written form to office@agape.ie or to our office address at Agapé Ireland, Ulysses House, 22-24 Foley Street, Dublin 1, D01 W2T2, Ireland.

How to make a complaint

Complaints can be made by the same means as queries and comments, above. You may also contact our Complaints Officer directly, using the form on our website at <https://www.agape.ie/about-agape/feedback-and-complaints-procedure>, by e-mail at LDHR@agape.ie or by writing to: The Complaints Officer, Agapé Ireland, Ulysses House, 22-24 Foley Street, Dublin 1, D01 W2T2, Ireland.

What should you include in your complaint

- Remember to provide your name, address and telephone number (and email, if applicable)
- If you are making a complaint on behalf of somebody else, please state this. Before responding, we will need their agreement to you acting on their behalf.
- Briefly describe what your complaint is about, stating relevant dates and times, etc., where possible.
- List your specific concern(s), starting with the most important concern.
- Be clear about what you are hoping to achieve (for example an apology, an explanation, etc.)
- Tell us how you would like us to communicate with you (e-mail, letter, phone etc.).
- It will assist the Complaints Officer if you provide as much information as possible and include copies of any relevant documents or other material.

How we will handle your complaint

Complaints will be dealt with initially by our Complaints Officer and where necessary, by our National Leadership Team or Board of Directors, depending on the issue.

We will formally acknowledge your complaint within seven working days and let you know how we intend to deal with it.

We will set out our understanding of your complaint and ask you to confirm that we have got it right. We will also ask you to tell us what outcome you are hoping for.

If your complaint is straightforward, somebody within the organisation will look into it and get back to you. If there is a simple solution to your problem, we may ask you if you are happy to accept this.

We will aim to resolve concerns as quickly as possible and, in the vast majority of cases, within a maximum of 30 working days.

If your complaint is more complex or serious, we will let you know within 30 working days why we think it may take longer to investigate and tell you how long we expect it to take. We will give you regular updates, every 30 working days, on progress made.

Where appropriate, we may ask someone from outside the organisation to investigate your complaint.

When investigating your complaint, we will aim first to establish the facts and we will look at all relevant evidence, including files, notes of conversations, letters, emails etc. Where

appropriate, we will talk to the staff or others involved, and in some instances we may ask to meet you to discuss your complaint.

We believe that all complainants have the right to be heard, understood and respected. However, our staff and volunteers have the same rights. Therefore, we ask you to be courteous and reasonable in your dealings with us. We cannot tolerate aggressive or abusive behaviour or unreasonable demands.

Outcome

If we formally investigate your complaint, we will let you know what we have found. This could be by letter or e-mail, for example. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what we did wrong, why it happened, and how we plan to ensure it doesn't happen again. If we got it wrong, we will always apologise. If we didn't do something well, we will try to put it right.

We hope that all issues can be resolved by our Complaints Officer in consultation with our National Leadership Team. If you are unhappy with our response, you may take the matter further by writing to the Chairperson of our Board at: The Chairperson, Agapé Ireland, Ulysses House, 22-24 Foley Street, Dublin 1, D01 W2T2, Ireland.

If we do not succeed in resolving your complaint, you are free at any point to make a complaint to the Charities Regulator. You can do so through their website [form](#).



Complaint Form

A: Your details

Name: _____

Address: _____

Email address: _____

Phone number: _____ Mobile number: _____

Please state by which of the above methods you would like us to contact you:

If our usual way of dealing with complaints is difficult for you, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. [Please note that before acting on the complaint, we will need to satisfy ourselves that you are authorised to act on behalf of the person concerned.]

B: Making a complaint on behalf of someone else: Their details

Their name in full: _____

Their address: _____

What is your relationship to them? _____

Why are you making a complaint on their behalf? _____

C: About your complaint

What do you think we did wrong, or failed to do? _____

Describe how you personally or the person you are representing has been affected:

What do you think should be done to put things right? _____

Have you already expressed your concern to our staff/volunteers? If so, please give brief details of how and when you did so: _____

Have any documents or other evidence to support your concern/complaint? If so, please describe them: _____

Are you willing to forward them to us? _____

Signature: _____

Date: _____