



Let's Grow Together! Infant & Childhood Partnerships CLG

Complaints Policy

DOCUMENT CONTROL

Document Number

LGTPOL009/20

Document Location

COMPANY/Governance/Policy Bank/Complaints Policy 2020

Author

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Stakeholders and other contributors

Position	Name
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Policy Origins

New	Legacy
✓	

Revision History

Version	Issue Date	Author/editor	Description/Summary of Changes
1.0	October 2020	Programme Manager	New

Reviewed by

Version	Name	Position	Review Date

Approvals

Version	Issue Date	Approval Body	Approval Date	Effective Date
1.0	October 2020	Board of Directors	29 October 2020	01 January 2021
1.01	June 2023	Board of Directors	31 May 2023	31 May 2023

Complaints Policy

OUR COMMITMENT

Let's Grow Together! Infant & Childhood Partnerships CLG is committed to ensuring that all our communications and dealings with the public, beneficiaries, supporters and all those who engage with us is of the highest possible standard. We listen and respond to their views so that we can continue to improve. Let's Grow Together! Infant & Childhood Partnerships CLG welcomes both positive and negative feedback.

Therefore, we aim to ensure that:

- Our complaints policy is visible and accessible to all. It will be displayed on public notice boards, our website and in our documentation.
- It is as easy as possible to make a complaint, where the need arises;
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- We treat every complaint seriously, whether made by telephone, letter, email or in person;
- We deal with any complaint quickly and politely;
- We respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc.;
- We will maintain a complaints register to help us monitor, learn and improve.

WHAT TO DO IF YOU HAVE A COMPLAINT?

If you do have a complaint about any aspect of our work, you can contact Let's Grow Together! Infant & Childhood Partnerships CLG in writing or by telephone. In the first instance, your complaint will be dealt with by our Finance & Governance Lead. Please let us know how you would like us to respond, with relevant contact details.

Contact details are:

Finance & Governance Lead
Let's Grow Together! Infant & Childhood Partnerships CLG,
HSE Building,
Harbourview Road,
Knockhaneeny,
Cork City T23 XY16.

Telephone: 021 6010656

Email: admin@letsgrowtogether.ie

WHAT HAPPENS NEXT?

If you complain in person or over the phone, we will try to resolve the issue there and then. If you complain by email or in writing we will always acknowledge your complaint within 10 working days and do everything we can to resolve it within 30 days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our 'Complaints Register' and tracked until they are resolved. The complaints register is reviewed by the Board of Directors annually.

WHAT HAPPENS IF THE COMPLAINT IS NOT RESOLVED?

If you are not happy with our response, you may get in touch again by writing to the Executive Director of Let's Grow Together! Infant & Childhood Partnerships CLG.

If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the board who will ensure that your appeal is considered at Board level. S/he will respond within four weeks of this consideration by Board members.

ACTING ON RESULTS

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

YOUR VOICE

We hope you agree that most of the time we do provide a good quality service. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This process for lodging complaints does not apply to our staff or volunteers, who have a separate policy for lodging any complaints.

If a complaint is made to a staff member about the organisation, or its employees, it is the staff member's responsibility to inform their line manager immediately and not deal with the complaint themselves. They will be advising the complainant to follow the steps above.