



## **Complaints and Feedback Policy**

Heart Children is committed to ensuring that all our communications and dealings with our supporters and the general public are of the highest possible standard. We listen and respond to the views of all stakeholders so that we can continue to improve. We welcome both positive and negative feedback.

### **We aim to ensure that:**

- it is as easy as possible to make a complaint
- we regard a complaint as any clear expression of dissatisfaction with our operations which calls for a response
- we treat it seriously whether it is made by telephone, letter, email or in person
- we respond accordingly - for example, with an explanation, or an apology where we are at fault and provide information on any action taken quickly and politely
- we learn from complaints, use them to improve, and monitor them at board level

### **How to contact us:**

If you have a complaint about any aspect of our work, you can contact Sheila Campbell, CEO **in writing** at Heart Children, Carmichael Centre, Nth Brunswick St, D7; **by email** to [sheila@heartchildren.ie](mailto:sheila@heartchildren.ie) or **by telephone** at 01 874 0990.

Please provide as much information as possible and let us know how you would like us to respond, providing relevant contact details. We are open Mon to Fri, from 9 to 5.30 pm.

### **What happens next?**

If you complain in person or by phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 28 days. If this is not possible, we will explain why and provide a new deadline.

### **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to the Chairperson, Eileen Carruthers. The Chairperson will ensure that your appeal is considered at board level and will respond within two weeks of consideration of your complaint following the next scheduled board meeting.

**ENDS** – *(reviewed 22/03/22)*