



Complaints Policy

We welcome comments, suggestions and complaints about our performance and conduct in the discharge of our duties and responsibilities. This feedback may come from the general public, from donors or volunteers, other charities or statutory agencies. The Mater Hospital Foundation welcomes all feedback and regards complaints as opportunities to review practices, procedures and identify areas for improvement.

The Mater Hospital Foundation are committed to resolving complaints in an effective and timely manner, and use an early resolution approach to complaints wherever possible.

When addressing your complaint, we will keep you informed of how we are doing with your complaint within the time-frames stated below. We will acknowledge any mistakes, provide an explanation and put matters right whenever possible. We also aim to learn from our mistakes and use the information we gain to improve our services. Staff must act at all times in accordance with the Charity's Code of Conduct for employees.

What is a complaint?

A complaint is an expression of dissatisfaction by one or more members of the public about an organisations action or lack of action, or about the standard of service provided by or on behalf of the organisation.

Who can complain?

Anyone directly affected by the way in which the Charity has carried out its functions, or anyone acting directly on such a person's behalf, may make a complaint under this policy and procedure for the management and handling of complaints about the Mater Hospital Foundation. Anonymous complaints will not normally be investigated, as there is always the possibility that they are vexatious or malicious and the anonymity of the complainant would not enable the principle of natural justice and procedural fairness to be upheld. We always like to resolve issues as quickly as possible to everyone's satisfaction. We would recommend

that where possible, you talk to the person you normally deal with at the Mater Hospital Foundation in the first instance to see if your complaint can be resolved locally first.

If this is not possible then you can address your concerns to us by:

Telephone 01-8303482

Sending an email to: contact@materfoundation.ie

Sending a letter to: **The Mater Hospital Foundation, 53/54 Eccles Street, Dublin 7, D07KH4C**

Please mark all correspondence strictly private and confidential.

When making a complaint remember to provide your name, address and contact phone number (and email if possible) and advise if you are acting on behalf of someone else. Briefly describe your complaint, providing dates and times where possible, tell us what your concern is and what you hope to achieve (for example receive an apology). Please let us know your preferred method of communication.

A complaint should be made as soon as possible after the action giving rise to it, this is normally within six months of the event.

We aim to resolve the majority of complaints received through an early resolution process. We will acknowledge your complaint within seven working days and tell you who will be dealing with it. We may need to follow up with you to get further information to help with our enquiries or we may offer to meet with you to discuss your complaint.

Once we fully understand your complaint and how you would like to see it resolved, we will respond to you within 30 working days of your complaint being acknowledged (using your preferred method of communication).

We will tell you what we have done and how we reached our conclusions and where appropriate how we intend to resolve the issue for you. If there is a reason that we cannot resolve your complaint within this time-frame we will notify you of this and the reason for it.

If the Charity does not succeed in resolving your complaint, you can appeal in writing to the Office of:

The Charities Regulator, 3 Georges Dock, IFSC, Dublin 1.

The Charities Regulator can look into your complaint if you believe that you personally, or persons that you are acting on behalf of have been treated unfairly or have been disadvantaged personally by our service failure.