



## Complaints Policy

### Our Commitment to You

DEBRA Ireland is committed to ensuring that all our communications and dealings with our patients and families, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to opinions so that we can continue to improve.

DEBRA Ireland welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- 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 learn from complaints, use them to improve, and monitor them at Board level.

### What we do if you have a complaint:

If you do have a complaint about any aspect of our work, you can contact DEBRA Ireland in writing or by telephone.

In the first instance, your complaint will be listened to by the Office Manager, Suzanne Dowd, in writing or by telephone. Please give as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Her contact details are:

Suzanne Dowd  
Office Manager  
DEBRA Ireland  
8 Clanwilliam Terrace  
Grand Canal Quay  
Dublin 2

Tel: 01 4126924

Email: [suzanne@debraireland.org](mailto:suzanne@debraireland.org)

Office opening hours are from 9.00 am to 5.00pm, Monday – Friday.



## **What Happens Next?**

If you complain in person or over the 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 24 hours, and do everything we can to resolve it with 7 days. If this is not possible, we will explain why and give a new deadline.

We keep a complaints register that is reviewed by the SMT every quarter.

## **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 DEBRA Ireland's Chief Executive Officer. 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. He/she will respond within two weeks of this consideration by Board members.

The Board will be notified of any complaints relating to financial irregularities, patient complaints and any other issues the SMT deems necessary.

## **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 value all feedback from those who engage with us and would also like to hear from you about what you think we do well.