

Document 901	Complaints Policy & Register for the Board of Carriglea Cáirde Services
What is this?	<p>This is:</p> <ol style="list-style-type: none"> 1. The Complaints Policy for the Board of Carriglea Cáirde Services 2. A blank template version of the accompanying Complaints Register
Governance Code Section:	3.2 (c)
Notes:	<p>Complaints Policy: Details the policy and procedures for how the organisation handles complaints which refer to the business of the Board. This is in contrast to complaints which refer to the delivery of services.</p> <p>Complaints Register: Used to record all complaints made.</p> <p>The Complaints Register is crucial for organisational learning and development. Recording complaints from external sources can help you to see the organisation’s activities from a different perspective. It also helps to ensure all appropriate follow-up actions are carried out as soon as possible (minimising reputational damage), and to prevent the same situation occurring again.</p>

Complaints Policy

Our Commitment to You

The Board of Carriglea Cáirde Services is committed to ensuring that all our communications and dealings with our all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. We welcome 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 to do if you have a Complaint?

If you do have a complaint about any aspect the composition and operation of the Board of Carriglea Cáirde Services, you can contact the Company Secretary c/o Carriglea Cáirde Services.

What Happens Next?

If you complain, we will try to resolve the issue as soon as is practicable. An acknowledgment of receipt with an action plan will be sent within 21 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 still not satisfied with the outcome, you are invited to contact the Chairman of the board who will ensure that your appeal is considered at Board level. S/he will respond within two 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.

CARRIGLEA CÁIRDE SERVICES' BOARD – COMPLAINTS REGISTER (BLANK TEMPLATE)

Date	Complainant's name and Organisation	Contact No.	Email/address	Nature/details of complaint	Comments and follow-up action	Feedback from complainant Status/Date finalised