

## Feedback and Complaints Procedure

### Handling Feedback and Complaints

80:20 Educating and Acting for a Better World is committed to ensuring that all our communications and dealings with the public and our supporters are of the highest possible standard. We listen and respond to the views of stakeholders, supporters and the public so to exercise their right to raise complaints about 80:20 operations, and for a response or redress to be given and so that we can continue to improve.

80:20 Educating and Acting for a Better World welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint 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 deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got
- things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at our Board.

### What to do if you have feedback

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

In the first instance, your complaint will be dealt with by our Co-ordinator (or other named office holder with sufficient seniority to address the complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

#### Write to:

Tony Daly  
Co-ordinator  
80:20 Educating and Acting for a Better World  
St Cronan's BNS  
Vevay Road  
Bray, Co. Wicklow  
Tel: +353 1 286 0487  
Email: tony [at] 8020.ie

## **Definition of a complaint**

A complaint is an expression of dissatisfaction with a service, action, or behaviour on the part of 80:20.

A valid complaint is one about actions for which 80:20 is responsible, and must be both relevant to and within the control of 80:20. 80:20 should be held accountable for the promises and the commitments we make, what we do, and how we do it.

80:20 cannot respond to a complaint about:

- Other organisations
- Issues not related to our programmes
- Local or national government, local authorities, etc.
- Individual request for support outside of our programme activities.

For these types of complaints, we should, in so far as we reasonably can, assist the complainant to make a safe referral to the appropriate body.

## **Who can make a complaint?**

Individuals raising complaints about 80:20 may include, but are not limited to:

- any staff member of 80:20
- beneficiaries of programmes delivered by 80:20
- beneficiaries within the area where 80:20 works if their complaint relates to our programme
- delegated representatives of our beneficiaries
- any other stakeholder affected by the work of 80:20 including local leaders, government representatives, representatives of other agencies, etc.
- members of the public
- our suppliers

## **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 7 days, and do everything we can to resolve it within 21 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, 80:20 Educating and Acting for a Better World, will ensure that your appeal is considered at Management Committee level and will respond within two weeks of this consideration by MC members.

## **If you have feedback or a complaint – Step Two**

### **Charities Regulator**

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint to the Charities Regulator who

oversee charities compliance with the *Guidelines for Charitable Organisations on Fundraising from the Public*.

If you wish to contact them regarding a concern, you must complete their online concerns form at <https://www.charitiesregulator.ie/en/information-for-the-public>