

## **Complaints of service Procedure and Policy.**

This document highlights Irish Red Cross head office policy and procedure in dealings with complaints about the service we provide.

The Irish Red Cross adheres strictly to the Seven Fundamental principles of the International Red Cross Movement; and all legal and regulatory standards that govern our work at local, national and internal level.

We employ internal and external oversight to ensure these requirements are met. In so doing, we provide services of the highest professional and ethical standards to meet our beneficiary and stakeholder needs.

An important part of ensuring these standards are met, involves acting quickly to address instances in which anyone is dissatisfied with the service we have provided.

### Raising a complaint

If you want to raise an issue about an Irish Red Cross service you received, please email [complaintsofservice@redcross.ie](mailto:complaintsofservice@redcross.ie) or send in writing to the Irish Red Cross Head Office (address below) with details of your grievance including:

- Where you received the service
- When you received the service (date and time if possible)
- Any details you may have about the provider of the service
- Any evidence to support your complaint if possible
- Your name, daytime telephone number, postal address and/or email address

Complaints by post should be addressed to:

Irish Red Cross Head Office,

16 Merrion Square,

Dublin 2

002 XF85

### **Acting on Complaints**

When a complaint is received, it will be referred to the relevant section manager in the first instance. The manager will then decide whether to deal with the complaint themselves or escalate to the relevant member of the Senior Management Team. The Senior Manager may address the complaint or refer it to the Secretary General as appropriate.

In all instances, the Irish Red Cross will try to respond in writing to a complaint within five working days, outlining the action being taken. This will include an acknowledgement of the complaint and an indication of the initial action being taken.

If further action is required on the part of the complainant (e.g. a request for evidence or further details of the complaint) this will also be advised. If further action is required on the action of the Irish Red Cross (e.g. deeper investigation or referral), this also be advised.

When a full investigation of the complaint has been made, the complainant will be advised in writing of the outcome and any action we intend to take to resolve the issue.

If the matter is dealt by a manager and the complainant is still dissatisfied, they may refer the complaint directly to the Secretary General by post or by email to [secretarygeneral@redcross.ie](mailto:secretarygeneral@redcross.ie).

The Secretary will acknowledge the communication and will investigate the action taken by the Irish Red Cross in respect of the complaint and how it was addressed. The Secretary General's decision will be advised in writing within 15 working days. If the Secretary General needs extra time to examine the issue, the complaint will be so advised within this timeframe.

If a complainant remains dissatisfied with the outcome, they can refer to the Chair of the Irish Red Cross by email at [chairman@redcross.ie](mailto:chairman@redcross.ie) or by post, care of head office.

All complaints are investigated thoroughly, fairly and in confidence.

A log of all complaints received will be kept and referred to the Irish Red Cross Board biannually, for their information and any recommendations they may have about a particular case or in general.