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DLDC Complaints Policy & Procedure

Policy Statement

Donegal Local Development CLG is committed to providing a high quality service to clients and voluntary organisations using its services,

We recognise that we may make mistakes from time to time, and that people may feel that the service that they have received from us, or tried to receive from us is unsatisfactory. We encourage feedback, both positive and negative, on all aspects of our policy and operations, so that we can maintain and improve standards on an ongoing basis. If an individual chooses to make a formal complaint, we will deal with this as quickly and fairly as possible and put things right where appropriate in a confidential manner.

1.1 Responsibility

The DLDC CEO is responsible for ensuring that the policy and procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including Board Members) are expected to facilitate this process.

1.2 Eligibility

Any person who is being or was provided with a service by DLDC staff or who is seeking or has sought provision of such service may complain, in accordance with the procedures established under this part, about any action of DLDC staff –

- a) That it is claimed does not display fair and sound administrative practice
- b) Adversely affects or affected that person

1.3 How Complaints can be made

You can make a complaint verbally, written or by email

- You can telephone DLDC on 074 9127056
- You can email info@dldc.org
- You can write to : Head of Operations, Donegal Local Development CLG, Unit 1, 2nd Floor, Glen View Business Park, Carnamuggagh Upper, *Letterkenny, Co Donegal*, F92 X5EF

1.4 What to include in a complaint

A written complaint should include:

- Who was involved?
- What happened and when and where?
- What are you concerned about?
- Have you done anything else to resolve this matter?
- What do you want to happen now?
- It will also assist the complaints officer if any extra information and/or copies of other relevant documents are attached to your written complaint

1.5 Acknowledgement of Complaints

Upon a complaint being received by the complaints officer, he or she shall notify within 3 working days, the complainant, in writing, that the complaint has been received or assigned and outline the he/ she proposes to take in investigating the complaint and the time limits for the completion of the investigation.

Actions Taken after a Complaint is Received

DLDC will take every complaint seriously. DLDC's process for managing complaints is as follows:

Stage 1: Local resolution of verbal complaints at point of contact (Informal)

Stage 2: Local Investigation of written and serious complaints (Formal)

Stage 3: Internal Review

Stage 1 – Local Resolution

If an issue arises, DLDC encourages members and service users to attempt to resolve the issue informally at the local level with the appropriate person

Stage 2 – Local Investigation

If informal resolution is unsuccessful or not appropriate a complaint can be made by:

- ⇒ Contacting DLDC by the above complaints methods i.e. Verbal, written or email
- ⇒ The Head of Operations will be the organisation's Complaints Officer and will have responsibility to ensure all complaints are managed to conclusion.
- ⇒ Upon a complaint being received by or assigned to the Complaints Officer, he/she shall notify, within 3 working days, the complainant, in writing, that the complaint has been received and outline the steps that they propose to take in investigating the complaint and the time limits for the completion of the investigation.
- ⇒ The matter will be dealt with immediately and fairly
- ⇒ Confidentiality will be upheld at all times.

Stage3 - Internal Review

If a complainant is not satisfied with recommendations made by the Complaints Officer or if the complaint relates directly to the Complaints Officer, the complainant may apply in writing to the CEO of DLDC.

Timeframes involved once a Complaint is received

A Complaints Officer will inform the complainant in writing, within 3 working days of making the decision, if the complaint will not be investigated and the reasons for it.



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Where the complaint will be investigated, The Complaints Officer will endeavour to investigate and conclude the investigation of a complaint with 30 working days of the acknowledgment of the complaint. They may call on other staff, witnesses, and experts and so on to assist with the investigation. If the complaint cannot be investigated and concluded within 30 working days, the Complaints Officer will communicate this to the complainant and relevant staff member within 30 days of acknowledging the complaint and give an indication of the time it will take to complete the investigation.

The complaints Officer must update the complainant and relevant staff member every 20 working days until the matter is resolved.

Monitoring and Evaluation

DLDC monitors and evaluates comments and complaints about the organisation on a regular basis and seeks to make ongoing improvements.

Comment or Complaint Form

Email to: _____

Post to: Complaints Officer,
Donegal Local Development CLG,
Unit 1, 2nd Floor,
Glen View Business Park,
Carnamuggagh Upper,
Letterkenny,
Co Donegal,
F92 X5EF

Or: Chairperson,
Donegal Local Development CLG,
Unit 1, 2nd Floor,
Glen View Business Park,
Carnamuggagh Upper,
Letterkenny,
Co Donegal,
F92 X5EF



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Please include where possible – Who was involved, what happened and when/where? What are you concerned about?, Have you done anything else to resolve the matter? What do you want to happen now?

Include any extra information and/or copies of relevant documents

Your Complaint Details – (attach extra pages if necessary)

Service which complaint relates to:

Complaint Details:

Impact of Service Issue:

Name:



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Address:

Telephone Number:

Email:

Date: