



# Complaints Policy Statement

The Malin Head Community Association views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone within the association knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.



# General Considerations

## Definition of a Complaint

*A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the MHCA or the Malin Head Community Centre.*

## Who can Make A Complaint?

*Complaints may come from any User hirer, contractor or member of the local community and may be received by email or in writing.*

## What Might you wish to complain about?

*The MHCA recognises that, despite its best efforts, there may be occasions when a group or individual may wish to complain about the Associations/ Centre's actions or lack of actions. A complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.*

## Confidentiality

*All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.*



# Making A Complaint

## **Tier 1: To The Service Provider**

*In the first instance complaints can be made to the service provider. This may be an Instructor, supervisor or attending volunteer.*

## **Tier 2: To The Centre Manager**

*If a complaint can not be satisfactorily addressed by a service provider you may complain direct to the Centre Manager by, e-mailing [malinheadcommunity@gmail.com](mailto:malinheadcommunity@gmail.com) or in writing to Centre Manager, Malin Head Community Centre, Carnmalin, Malin Head.*

## **Tier 3: To The Management Committee**

*If the Centre Manager cannot help or is the subject of a complaint the Management Committee Chairperson (Hugh Farren) Should be contacted by e-mailing [farrensbar@hotmail.com](mailto:farrensbar@hotmail.com) or in writing to the centre address.*

## **Tier 4: To Regulatory Organisations**

*In some circumstances you may feel justified in making a complaint to an external regulatory organisation such as the Charities Regulator, Tusla, HSA or Data Protection Commission by visiting their websites.*



# Responding to A Complaint

We will let you know that we have received your complaint within fourteen working days.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days. Any safety concerns that would endanger a Community Centre user would be dealt with immediately.

## Policy Adoption & Review

This Complaints Policy Statement was adopted by unanimous vote at the MHCA Management Committee on March 24<sup>th</sup> 2021

It will be reviewed biannually by the MHCA Management Committee, or earlier, as soon as practicable, if there is a material change in any matter to which the statement refers.

Signed:  Date: 26/03/21  
Hugh Farren (Chairperson)