# Logo, company name  Description automatically generated**CBM Ireland Complaints & Feedback Policy**

CBM Ireland is committed to the highest standards of practice in all of its dealings with its members, with the public and with all stakeholders. We listen and respond to the views of our supporters and the general public so that we can continue to improve. This document sets out the procedures that CBM Ireland follows to manage feedback and complaints.

We aim to ensure that we:

* Make it as easy as possible to make a complaint or raise a concern
* Treat as a complaint any clear expression of dissatisfaction with our organisation which calls for a response
* Take all complaints seriously and will treat all complainants with respect
* Investigate and responded in a timely manner. CBM Ireland will keep complainants informed of the progress of their complaint
* Respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken, etc.
* Learn from complaints, monitor them and use them to improve

## **How to make a complaint or give feedback**

Complaints can be made to CBM Ireland verbally or in writing. CBM Ireland will treat a complaint as confidential if requested, but will not respond to anonymous complaints.

**Contact:** Séamus O’Conghaile, Fundraising Manager

**Address:** CBM Ireland, 176 Ivy Exchange, Granby Place, Dublin 1 D01A8X6

**Phone:** 01 8730300 **Email:** info(at)cbm.ie

## **What should you include in your complaint**

Please include your name and relevant contact details, including telephone number and email or address, and your preferred method of communication. Briefly describe what your complaint is about stating relevant dates and times, if applicable. Please let us know if you are acting on behalf of someone else.

## **What happens next?**

If you complain in person or over the phone, we will try to resolve the issue there and then. Generally CBM Ireland will acknowledge all complaints within 14 days of receipt and will tell the complainant of the outcome of its investigation within 30 days of receiving the complaint. 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 our interim CEO Mary Keogh at mary.keogh(at)cbm-global.org. She will acknowledge your ongoing complaint within 14 days, review the response to your complaint and do everything possible to resolve it within 30 days.

In the case that you are not satisfied with that response you may get in touch in writing with the Chairperson of the Board, who will review the response to your complaint and do everything possible to resolve it within 30 days. CBM Ireland is regulated in Ireland by the Charity Regulatory Authority. Complaints can be made online at [www.charitiesregulatoryauthority.ie](http://www.charitiesregulatoryauthority.ie).

## **When will CBM Ireland not respond to a complaint?**

Everyone who makes a complaint to CBM Ireland will be treated with courtesy and respect. In return, CBM Ireland expects people who make a complaint to make their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, CBM Ireland reserves the right to withdraw or modify its complaints process. A decision about what constitutes a persistent, habitual or vexatious complaint will be taken by the director responsible for the area complained about.

## **Learning lessons**

We take your complaints seriously and try to learn from any mistakes we have made. CBM Ireland will review this policy on an annual basis to ensure it remains fit for purpose, and will review its log of complaints on a quarterly basis to identify any common issues requiring action.