

## Complaints & Feedback Policy



### Waterford Hospice Movement CLG

Waterford Hospice Movement (WHM) is committed to ensuring communication with the public, donors, fundraisers, and supporters is of the highest possible standard. However, in the event any issues or concern we commit to listening attentively and responding appropriately.

The management of the Complaints process is based on the following principles: -

- ❖ Ensuring it is easy to make a complaint
- ❖ All expressions of dissatisfaction are treated as complaints
- ❖ Complaints are addressed in a timely manner
- ❖ Complaints are treated similarly irrespective of how each is received e.g., via telephone, letter, email or in person
- ❖ The complainant is treated with dignity and respect
- ❖ Listening attentively to what is being said, and what has been experienced by the complainant, and following up with appropriate enquires to clarify the issues if/as required.
- ❖ Provision of an appropriate response, including an explanation and apology for errors or omissions attributable to us
- ❖ Learning from complaints, and using them as an opportunity to review our service and continually improve it

#### How do I make a complaint, raise an issue or concern

Complaints, comments, or concerns should be provided to the Manager giving as much as much information as possible, letting us know how you would like us to respond, and providing relevant contact details

#### Contact Details for the Manager

Patricia Sullivan  
Manager  
Waterford Hospice Movement CLG  
1/BCH/40  
Southeast Palliative Care Centre,  
Dunmore Wing  
University Hospital  
Waterford X91 ER8E

[info@waterfordhospice.ie](mailto:info@waterfordhospice.ie)

051 -844847

#### What happens next

- ❖ The manager will seek to respond the issue at the time of the issue being raised
- ❖ If this is not possible the Manager will formally acknowledge your complaint within 7 working days –
- ❖ Following internal review, the manager will aim to respond in the timeliest manner possible and it possible within 21 working days

**Note:** Please see Notes 2 & 3 below for information that may impact the timeliness or ability to respond

#### Appeals

In the event you are dissatisfied with the outcome of the review of your complaint or concern or with how the matter was handled by WHM you have the right to raise the matter with the Charities Regulator

- ❖ **Contact Details:** Phone 01-6331550 Email: [Concerns@Charitiesregulator.ie](mailto:Concerns@Charitiesregulator.ie)

## Notes

**Note 1:** The Charities Regulatory Authority

Charities in Ireland are regulated by **the Charities Regulatory Authority** (the 'Charities Regulator'). The Charities Regulator is a body under the aegis of the Department of Rural and Community Development. <https://www.gov.ie/en/policy-information/67b464-charities-law-in-ireland/>

**Note 2 :** Where, in the course of examining any matter, information comes into the possession of a charity trustee or any other person who has been duly appointed to carry out any of the functions of a charity trustee, that causes the person to form the opinion that there are reasonable grounds for believing that an offence under the Criminal Justice (Theft and Fraud Offences) Act 2001 has been or is being committed, the person must notify the Charities Regulator in writing

**Note 3:** The Manager works parttime i.e., 3 days /week

**Note 4:** This Policy has been developed taking cognisance of the Guidance from the Charities Regulator <https://www.charitiesregulator.ie/media/1083/guidance-for-fundraising-english.pdf>