

## **Complaints Procedure**

### **National Board for Safeguarding Children in the Catholic Church in Ireland (The National Board)**

The National Board is committed to providing high-quality services to Church personnel and to anyone who avails of our services.

If someone is unhappy with how the National Board has delivered its services, we need to know this. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

#### **Stage 1**

It is the policy of the National Board that all complaints should be resolved using an open dialogue with the CEO of the National Board, and that all complaints will be acknowledged in writing.

If resolution is not possible, the following step should be taken.

(If the complaint concerns the CEO, the complaint should be made in writing to Chair of the Board, through the Company Secretary at New House, St Patrick's College Maynooth) and the process of handling such a complaint will commence at Stage 2 below.

#### **Stage 2**

1. Failing resolution of the complaint at Stage 1, the Chairperson of the National Board should be contacted in writing setting out the full details of the complaint.
2. A letter acknowledging receipt of the complaint will be sent within seven calendar days, enclosing a copy of this complaints procedure.

3. The Chairperson will then appoint a Director of the Board to investigate the complaint; alternatively the Chairperson may organise a meeting to discuss and hopefully resolve the complaint. Communication may also take place by telephone or by email with a view to holding a meeting if possible within fourteen calendar days of sending the acknowledgement letter to the complainant.
4. Within seven days of the meeting or discussion to address the complaint, the Chairperson will write to the complainant to confirm what took place and to set out any solutions that were agreed upon.
5. If a meeting is not agreeable or possible, and resolution of the complaint has not been possible by other means of communication (e.g. email, telephone etc.) , the Chairperson will issue a detailed written reply to the complainant, setting out suggestions for resolving the matter within twenty- one calendar days of sending the acknowledgement letter to the complainant.
6. At this point, if the complainant does not accept the proposed resolution, contact should be made again with the Chairperson in writing, advising the grounds of the dissatisfaction with any of the solutions offered.
7. On receipt of this correspondence, the Chairperson may decide to take further action on the complaint and will respond in writing advising of what further action has been decided upon.
8. If however no further action is decided the process is then concluded.