



GAISCE THE PRESIDENT'S AWARD

GAISCE - THE PRESIDENT'S AWARD

Complaints Policy & Process

How do I make a complaint to Gaisce – The President’s Award?

We understand that there will be times when things go wrong, or when someone wants to voice their concerns about our programme or activities, including the services we provide and/or the behaviour of a member of our staff.

A complaint is the first step in helping us put matters right and gives us an opportunity to learn and improve.

If you have a general enquiry or complaint, or wish to provide feedback, please contact us @ mail@gaisce.ie or by post to Gaisce – The President’s Award, Ratra House, Phoenix Park, Dublin 8.

We will aim to acknowledge your complaint within three working days and if we cannot provide a full response within 10 days, we will keep you updated with the progress of our investigations.

We will treat your complaint seriously and with discretion.

Complaints process:

- We will designate a named member of staff to co-ordinate the response and ensure resolution.
- We aim to acknowledge the complaint in writing within 3 working days, with an outline of how and when the issue will be resolved.
- We will deal with it quickly and fairly, normally within 10 working days, and will keep you informed on progress.
- Where relevant, information will be treated in confidence.
- Any outcome or decision should be shared with you in writing, this is usually by email.
- The complaint will be used to review and improve our services.

What if I am still not satisfied?

In the unlikely event that you are not satisfied with our response, you may appeal to our to our Chief Executive and/or our Council by post to Gaisce – The President’s Award, Ratra House, Phoenix Park, Dublin 8.