

## Gaisce - The President's Award Complaints Procedure

Gaisce–The President's Award is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve. Gaisce –The President's Award welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- We treat it seriously whether it is made by telephone, letter, fax, email or in person;
- We deal with it quickly and politely;
- We respond accordingly—for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- We learn from complaints, use them to improve, and monitor them at our Board.

### **If you have feedback or a complaint - Step One**

In the first instance, your comment or complaint will be dealt with by our Office Manager, Louise Place. Telephone (01) 617 1999. Alternatively, you can contact Louise by email on [louise@gaisce.ie](mailto:louise@gaisce.ie) or by post at:

Louise Place, Office Manager,  
Gaisce - The President's Award,  
Ratra House, North Road,  
Phoenix Park, Dublin 8.

Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. Louise is generally available Monday to Friday from 9.00 am to 5.00 pm.

### **If you have feedback or a complaint - Step Two**

If you are not happy with our response from the Office Manager, you may get in touch again and contact our CEO by writing (email or post) to Yvonne McKenna in Ratra House or by email to [yvonne@gaisce.ie](mailto:yvonne@gaisce.ie). Please give us as much information as possible on the issue, including your previous relevant correspondences with Gaisce –The President's Award in your letter or email. It would also be most helpful if you could let us know how you would like us to respond and rectify the problem, providing relevant contact details. You will receive confirmation of receipt of your complaint within 3 working days. If the problem is of a complex nature it may take longer than 10 days to solve, we will let you know what is being done and approximately how long this will take.

**If you have feedback or a complaint - Step Three**

If you are not happy with our response If you are not happy with our response, you may get in touch again by writing to Gaisce–The President's Award's Chairperson. The Chairperson will ensure that your appeal is considered at Council level and will respond

within two weeks of this consideration by Council members. Please give us as much information as possible on the issue, including your previous relevant correspondences with Gaisce–The President's Award in your letter or email. It would also be most helpful if you could let us know how you would like us to respond and rectify the problem, providing relevant contact details. The current chairperson is John Cunningham and can be reached by writing to Ratra House or emailing [chair@gaisce.ie](mailto:chair@gaisce.ie). You will receive confirmation of receipt of your complaint within 10 working days. If the problem is of a complex nature it may take longer than 10 days to solve, we will let you know what is being done and approximately how long this will take.