

Feedback and Complaints Policy

Handling Feedback and Complaints

The Alfred Beit Foundation is committed to ensuring that all our engagements with members, the general public, our supporters, and all others who engage with us, are of the highest possible standard. We listen and respond to all views so that we can continue to improve. The Alfred Beit Foundation welcomes both positive and negative feedback and 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, 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 Board level.

What to do if you have feedback

If you do have a complaint about any aspect of our work, you can contact Orla Gallagher in writing or by telephone. In the first instance, your complaint will be dealt with by the CEO (or other named office holder with sufficient seniority to address the complaint). 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.

Write to: Orla Gallagher, CEO, the Alfred Beit Foundation, Russborough House, Blessington, Co. Wicklow W91 W284.

Tel: +353 45 865 239

Email: orla.gallagher@russborough.ie

What information do we need to help resolve your Complaint?

- Remember to state your name and telephone number or email address
- Describe what your complaint is about stating relevant dates and times
- State your preferred method of communication

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. 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 the Alfred Beit Foundation Chairman. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two: Charities Regulator

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversees the charity's compliance with the [Guidelines for Charitable Organisations on Fundraising from the Public](#).

If you wish to contact them regarding a concern, you must complete their [online concerns form](#)

What Happens Next?

All complaints will be logged in our Complaints Register and tracked until they are resolved. The complaints register is reviewed annually by our Audit, Risk, Nominations & Governance Committee, who then update the board of directors.

What happens if the complaint is not resolved?

Acting on Results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your Voice

We value all feedback from those who engage with us, and would also like to hear from you about what you think we do well.