

COMPLAINTS PROCEDURE

At Mendicity, we are committed to the highest standards of service to all who engage with us. We want to hear your opinion and we will listen and respond with a view to continuous improvement. If things go wrong, we will do everything to put them right. We regularly review our practices and policies to stop problems from happening again.

We aim to ensure:

- it is as easy as possible to make a complaint, where the need arises;
- we deal with any complaint quickly and politely;
- we respond accordingly and, when possible, in writing
- we learn from complaints and we use them to improve
- we monitor complaints at Board level

What to do if you have a Complaint?

If you have a complaint about our work or services, you can speak to any member of staff, or make a complaint by text, letter or email. Give us as much information as you can so that we can respond and let us know how you would like us to contact you

Our contact details are:

HEAD OF OPERATIONS

The Mendicity Institution

9 Island Street

Dublin 8

info@mendicity.org

086 0203859 / 01 6773308

If you complain in person, or over the phone, we will try to resolve the issue there and then. If you complain by text, letter or email we will acknowledge your complaint within 7 days, and do what we can to resolve it within 21 days.

If this is not possible, we will explain why and offer a new deadline.

COMPLAINTS PROCEDURE

All complaints are logged in our 'Complaints Register' and followed until they are resolved.

The complaints register is reviewed by the Board of Mendicity

If you are not happy with our response, you are invited to contact the Chairman of the board who will ensure that your appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members.