

Feedback and Complaints Policy

Policy no.	Gov14
Owner	Senior Management Team
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Approved by, date	Nominations and Governance Committee, 4 Sep 23
Ratified by, date	BITCI Board, 19 Sep 23

Purpose

In BITCI we welcome comments, suggestions and complaints about our performance and conduct in the delivery of our work. Feedback may come from the public, businesses, our service users, charities, non-profit organisations and statutory agencies. We welcome all feedback and regard complaints as opportunities to review the way we work and make improvements.

Scope

This policy applies to anyone directly affected by the way in which BITCI has carried out its functions, or anyone acting directly on such a person's behalf.

Please note that any employee of BITCI, past or present, who has a concern or complaint should use our Protected Disclosures (Whistleblowing) Policy or our Grievance Procedure.

Policy

We aim to ensure that:

- It is as easy as possible to give feedback or make a complaint
- We treat every complaint seriously, whether made by telephone, letter, email or in person
- We deal with any complaint quickly and politely
- We respond accordingly, for example with an explanation or apology where we have got things wrong, and with information on any action taken
- We learn from complaints, use them to improve, and monitor them at Board level.

What is a complaint?

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation.

What can you complain about?

You can complain about the way we do our business, something we have done or should have done or how we have treated you or others.

How to make a complaint

You can talk to your main contact in BITCI in person, by phone or by email in the first instance to see if your complaint can be resolved straight away by them.

Alternatively, you can contact our CEO by phone, email or in writing. We will always acknowledge your complaint within 7 days and do everything we can to resolve it within 30 days. If this is not possible, we will explain why and provide a new deadline.

Contacts details for feedback and complaints:

Tomas Sercovich

Phone: 01 8747232 and ask to speak to the CEO

Email: tsercovich@bitc.ie

Post: BITCI, 3rd Floor Phibsborough Tower, Dublin D07 XH2D

If the complaint relates to the conduct or performance of the CEO, then it should be brought to the Chair of the BITCI Board. Contact details for the Chair of the Board will be provided by our HR Department. HR is contactable on 1 8747232/ infohr@bitc.ie

When making a complaint please provide your name, address, phone number and email if possible and advise if you are acting on behalf of someone else. Briefly describe your complaint, providing dates and times where possible, and tell us what your concern is and what outcome you hope for. Please let us know your preferred method of communication. A complaint should be made as soon as possible after the action giving rise to it, this is normally within six months of the event.

All complaints will be handled in the strictest of confidence. You have the right to appoint an advocate to support you during the complaint process. If you need such assistance, we will try to put you in contact with advocacy or support services.

How we will handle your complaint

We will tell you what we have done and how we reached our conclusions and, where appropriate, how we intend to resolve the issue for you. If there is a reason that we cannot resolve your complaint within 30 days, we will notify you of this and the reason for it.

If we don't succeed in resolving your complaint, you can refer your complaint to the Chair of the BITCI Board. Contact details for the Chair of the Board will be provided by our HR Department. HR is contactable on 1 8747232/ infohr@bitc.ie

The CEO and the Chair report to the BITCI Board on the management of any complaints received and where necessary any subsequent changes to our processes.