

IRISH REFUGEE COUNCIL - COMPLAINTS POLICY (MARCH 2025)

1. Introduction

The Irish Refugee Council (IRC) is committed to providing high-quality services to refugees and people seeking protection. We value feedback (positive and negative) and take complaints seriously as they help us improve our services. This policy outlines the process for making and handling complaints. A complaint is any expression of dissatisfaction about the standard of service (including behaviour, actions, or lack of action by the IRC or its staff) as it supports a person using our services.

2. Principles

We aim to address all complaints based on the following principles:

- **Respect and Fairness:** Every complainant will be treated with dignity and respect, and complaints will be addressed impartially.
- **Confidentiality:** All complaints will be handled confidentially, and personal information will only be shared as necessary to resolve the complaint.
- **Timeliness:** We will work to resolve complaints promptly, with an acknowledgment within 5 working days and resolution within a reasonable time frame.
- **Transparency:** Complainants will be informed of the progress and outcomes of their complaint.
- **Accessibility:** Our complaints procedure will be accessible to all and provided in alternative formats upon request.

3. Scope

This policy applies to all individuals and organisations who interact with the IRC's services, including refugees, people seeking protection, staff and volunteers of partner organisations.

4. Definition of a Complaint

A complaint is any expression of dissatisfaction about the standard of service, behaviour actions, or lack of action by the IRC or its staff.

5. How to Make a Complaint

Complaints can be made in the following ways:

- **By Email:** Send an email to nick@irishrefugeecouncil.ie
- **By Phone:** Call our office at 01 764 5062
- **By Post:** Write to us at 37 Killarney Street, Dublin, D01 NX74.

6. Information Required

When making a complaint, please provide the following information:

- Your name and contact details.
- Details of the complaint, including dates, times, and names of those involved.
- Any relevant documents or evidence.

7. Complaint Handling Process

- **Acknowledgment:** We will acknowledge receipt of your complaint within 5 working days.
- **Investigation:** An impartial staff member will investigate the complaint. This may involve speaking to those involved and reviewing relevant documents.
- **Response:** We aim to provide a written response within 30 working days of receiving the complaint. If more time is needed, we will inform you of the delay and the reason.
- **Resolution:** We will explain the outcome of the investigation and any actions taken to resolve the issue.

8. Appeals

If you are not satisfied with the outcome, you can appeal the decision. Appeals should be made in writing within 10 working days of receiving the response. An independent reviewer will handle the appeal and provide a final decision within 30 working days.

9. Confidentiality

All complaints will be handled confidentially, and information will only be shared with those directly involved in the investigation and resolution. All complaints and outcomes will be documented and stored securely in line with data protection requirements.

The IRC will use this information to analyse trends, improve services, and address recurring issues. Anonymised data on complaints may be reviewed periodically to ensure continuous improvement.

10. Monitoring and Review

The IRC will regularly review complaints to identify trends and areas for improvement. This policy will be reviewed annually to ensure it remains effective and up-to-date.

11. Contact Information

For any questions or further information about this policy, please contact us at:

Phone: 0858585559

Email: nick@irishrefugeecouncil.ie

Postal Address: 37 Killarney Street, Dublin 1, D01 NX74