


INTERNAL MANAGEMENT POLICY		DOCUMENT NUMBER: GC/01/520	
APPROVED BY: World Vision Ireland Governance & Selection Committee	RESPONSIBILITY: World Vision Ireland Governance Department	DATE(S) REVISED:	
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TITLE:	World Vision Ireland Feedback & Complaints Policy
PURPOSE:	World Vision Ireland is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard.
SCOPE:	This policy applies to all World Vision Ireland employees and volunteers regardless of location.
POLICY:	<p>We welcome all communications from the general public, our donors, our beneficiaries and other stakeholders and we acknowledge that we can only continue to improve our services and achieve our charitable purpose through effective two-way communication.</p> <p>Feedback, both positive and negative, enables us to learn by reflecting on current practice and identifying areas of improvement, therefore the following policy outlines the process for submitting feedback or complaints and our procedure for handling those communications.</p> <p>Complaints</p> <p>At World Vision Ireland we are committed to ensuring that:</p> <ul style="list-style-type: none"> • It is as easy as possible to make a complaint • We treat any clear expression of dissatisfaction with our operations which calls for a response as a complaint • We treat all complaints seriously by addressing them respectfully, in a timely manner • We always respect anonymity when addressed anonymously • We handle all data in accordance with the provisions of the GDPR and our data protection policy • We respond accordingly - for example, with an explanation, and/or an apology where we have got things wrong, or through the provision of information on any action taken • We learn from the feedback, suggestions & complaints we receive, and use the information we gain to improve our performance, so that we can achieve our charitable purpose.

Submitting a Complaint

We are committed to reviewing every single complaint carefully & to resolving it in a timely manner. All complaints received either by phone or by email will be acknowledged within 7 working days, and a response provided within a maximum of 14 working days.

Due to current government restrictions, complaints made by post will take longer to be responded to.

If you do have a complaint about any aspect of our work, you can contact our office in writing, by email, or by telephone. In the first instance, your complaint will be handled by our dedicated Supporter Engagement Team.

To assist the team in addressing any complaints, we would ask that you please provide us with as much information as possible, ensuring that you let us know how you would like us to respond to you and providing us with the relevant contact details.

What happens next?

If the complaint cannot be resolved by our Supporter Engagement Team, they will escalate it to the relevant Senior Manager who will acknowledge receipt and do everything they can to resolve it within 7 working days. Our Governance and Compliance Manager and/or the Fundraising and Communications Director will also be informed at this stage, and if a resolution is not found, your complaint will then be escalated to our Chief Executive Officer who will provide a response within 14 working days of receiving the escalated complaint.

What if the complaint is still not resolved?

If you are not happy with our Chief Executive Officer's response, you may get in touch again by writing to World Vision Ireland's Board Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond to you within 14 working days of this consideration by Board members.

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 and further guidance can be found in our Donor Feedback & Complaints policy ([link](#))

Feedback, Queries & Suggestions

World Vision Ireland also welcomes feedback and suggestions for improvement from beneficiaries, members of the public, members of staff and all other stakeholders. Whether you have feedback on a campaign, questions on the impact of our activities, or ideas and suggestions for new activities, World Vision Ireland welcomes your input.

Submitting Feedback

	<p>If you would like to submit feedback, questions or suggestions, our fundraising and communications team would love to hear from you.</p> <p>Any feedback submitted will be brought to the attention of the relevant Senior Manager. Once it has been received by the relevant Senior Manager, they will acknowledge your communications and respond to you within 7 working days.</p>
DEFINITIONS:	<p>Contact us at: Write to: World Vision Ireland The Mews, Garland House Rathmines Park, Dublin 6. D06C6K4 Call us: Tel: +353 1 498 0800 Email: complaints@wveu.org</p> <p>Due to social distancing restriction currently in place and following government advice, all staff are now working remotely until further notice. Our current working hours are from 9.00 am to 5.30 pm (Monday to Wednesday) and 9.00 am to 4.30 pm on Thursday. We are closed Friday and between 1.00 pm and 2.00 pm each day.</p>
BACKGROUND:	<p>This policy supersedes all previous feedback and complaints policies</p>