

## Feedback and Complaints Procedure



Irish Girl Guides is committed to ensuring that all our communications and dealings with our members and the general public are of the highest possible standard. We listen and respond to feedback so that we can continue to improve our association.

Irish Girl Guides welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint
- we treat a complaint seriously whether it is made by telephone, letter, fax, email or in person
- we deal with it quickly and politely
- we respond accordingly
- we learn from complaints, use them to improve, and monitor them for future improvements

### If you have feedback or a complaint – Step One

If you have a complaint about any fundraising projects undertaken by IGG, you can contact Lisa Challoner, Safeguarding Officer in writing or by telephone.

Your complaint will be dealt with by her in the first instance. Please give as much information as possible and let us know how you would like IGG to respond to you, providing your relevant contact details.

Contact:

Lisa Challoner, Safeguarding Officer  
Trefoil House, 27 Pembroke Park, Dublin 4  
Tel: 01 6683898  
Email: [safeguarding@irishgirlguides.ie](mailto:safeguarding@irishgirlguides.ie)  
Lisa works Monday to Thursday from 09.00 to 17.00

### 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 14 days, and do everything we can to resolve it within 28 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 Chief Executive Officer. The CEO will bring the complaint to our Executive Committee for consideration. A response will be issued to you within two weeks after the meeting. Please note that the Executive Committee only meets 6 times a year and therefore it may take some time to resolve the issue.