



Camphill Communities of Ireland

Handling Feedback and Complaints

Camphill Communities of Ireland is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

Camphill Communities of Ireland welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly – for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints and feedback and use them to improve, and monitor them at our Board.

Step One

If you do have a complaint about any aspect of our work, you can contact the National Governance Coordinator, in writing or by telephone. In the first instance, your complaint will be dealt with by National Governance Coordinator, Joe Lynch. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to: Joe Lynch. National Governance Office, Dunshane Community, Near Brannockstown, Naas, Co. Kildare. **Email** joelynych@camphill.ie; **Phone:** 045-483735. We are open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00pm and 2.00pm each day.

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 7 days, and do everything we can to resolve it within 21 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 National Council Chairman, Mr. Leo Veling. The Chairman will ensure that your appeal is considered at Council level and will respond within 14 working days of this consideration by the National Council Members.

Step Two

Monitoring Group

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 in writing to the Monitoring Group who oversee the charity's compliance with the Statement of Guiding Principles for Fundraising.

Write to: Adrienne Smith. National Policy & Social Care Coordinator, Dunshane Community, Near Brannockstown, Naas, Co. Kildare. **Email** adrienne.smith@camphill.ie; **Phone:** 045-483735.

What happens next?

You will receive confirmation of receipt of your complaint within 14 working days. The Monitoring Group will consider complaints and will respond according to its own procedures (this section will be updated when the Monitoring Group has been set up and has developed its procedures).

This complaints procedure does not apply to Camphill Communities of Ireland's staff or agents.