

Feedback and Complaints Policy

PSPAssociation Ireland CLG (PSPA 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.

PSPAssociation Ireland CLG (PSPA 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 operation which call 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. Use them to improve. And monitor them at our Board Meetings.

If you have feedback or a complaint:

If you have a complaint about any aspect of our work, you can contact our Feedback & Complaints Officer in writing or by telephone

In the first instance, your complaint will be recorded and dealt with by our Feedback & Complaints Officer. 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:

Mr. Liam Mulready
Feedback and Complaints Officer
PSPA Ireland
Carmichael House
4, North Brunswick Street
Dublin 7. D07RHA8

Tel: 087 3821377 Email: info@pspaireland.ie

Contact hours: 10 am – 4pm Monday to Friday.

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, writing to the Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members

If you have feedback or a complaint –Step Two

Ideally in the first instance you should address your complaint to the organisation detailed above. You may however at any stage make your complaint to the Charities Regulator who oversees charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.

If you wish to contact them regarding a concern, you must complete the online concern form at the following link <https://portal.charitiesregulator.ie/concerns>

This complaints procedure does not apply to PSPAssociation Irelands staff or agents