

# Complaints Policy

CUH Charity 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.

## **Our commitment to you:**

CUH Charity 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, use them to improve, and monitor them at our Board.

## **Who do I contact to make a complaint?**

If you do have a complaint about any aspect of our work, you can our Fundraising Manager, Miriam Forde, in writing or by telephone.

In the first instance, your complaint will be dealt with by our Fundraising Manager. 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:

**Fundraising Manager**  
CUH Charity  
Cork University Hospital,  
Room 8, Main Concourse  
Wilton,  
Co Cork

Telephone: (021) 423 4529

Email: [info@cuhcharity.ie](mailto:info@cuhcharity.ie)

We are open 5 days a week from 9.00am to 5.30pm 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 CUH Charity's Chairman. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

### **Your feedback matters**

CUH Charity is made up of an amazing team of local heroes. We appreciate the support of our volunteers, charity partners and supporters so much and welcome any feedback and suggestions on how we could improve how we communicate and interact with you.

***Thank you for being a vital part of the growing CUH family.***