



Cork University Hospital Charity (CHY 17293; CRN 20064044)

Complaints Policy

Cork University Hospital Charity undertakes to ensure that our communications and dealings with donors, the general public, and all who have cause to interact with us are honest, truthful and accurate.

However, as we develop and enhance processes, we will take accounts of your comments and complaints. A complaint is considered as an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation.

- A complaint may be made in person, e-mail, letter, telephone
- Complaints will be investigated and dealt with promptly as per below process
- A formal response will issue with our decision together with any requisite actions e.g. apology, change to our processes

Complaints should be addressed to:

Finance & Administration Manager
Room 8
Main Concourse
Cork University Hospital
Wilton
Cork T12 DC4A

Investigation Process

While we will attempt to resolve complaints as soon as possible, if we find that further investigation is needed, we will acknowledge receipt of the complaint within 5 working days, and attempt to resolve the matter with a further 20 working days. If this is not possible, we will explain the reason and provide an estimate of the expected timeframe for resolution.

When the decision is issued, it will include an explanation of our appeals procedure.

A log of complaints, timeline to resolution and associated decision is maintained and the Board of the Charity will review this on a regular basis.

Appeals Process

If the complainant is not satisfied with our initial response, they may escalate the matter to the Charity's Chief Executive Officer who will aim to respond within 10 working days.

In the event that the complainant is still not satisfied with the CEO's decision, they may contact the Chairperson of the Board of CUH Charity who will arrange to review the complaint at Board level.

Outcome

If our actions or processes are found to fall short of expected standards, we will take remedial action to prevent a recurrence.

Step Two: The Charities Regulator

Charities Regulator

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 who oversee charities compliance with the *Guidelines for Charitable Organisations on Fundraising from the Public*. Contact details are as follows:

<https://www.charitiesregulator.ie/en/information-for-the-public/raise-a-concern>