

Cork University Hospital Charity (CHY 17293; CRN 20064044)

Complaints Policy

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1. Introduction

CUH Charity is committed to ensuring that all communications and dealings with donors, the public, and stakeholders are honest, accurate, and transparent. We value feedback and treat complaints seriously, as they help us improve our services.

2. Definition of a Complaint

A complaint is an expression of dissatisfaction regarding our actions, lack of action, or the service standard provided by us or on our behalf.

3. How to Make a Complaint

Complaints can be made via:

- Email
- Letter
- Telephone
- In person

All complaints should be directed to:

CUH Charity Complaints Policy

Finance & Administration Manager

Room 8 Main Concourse

CUH

Wilton

Cork

Info@cuhcharity.ie

(021) 423 4529

4. Complaints Handling Process

- We will acknowledge receipt of the complaint within 5 working days.
- If further investigation is required, we aim to resolve the matter within 20 working days. If this timeframe cannot be met, we will provide an update and a new expected resolution timeframe.
- A formal response will be issued, which may include an apology or changes to our processes where necessary.

5. Appeals Process

If you are dissatisfied with the response, you may escalate the complaint to our Executive Director who will respond within 10 working days. If the issue remains unresolved, it can be further escalated to the Chairperson of the Board, who will arrange for a review at Board level.

6. Review of Complaints

All complaints and their resolutions will be logged and reviewed regularly by the Board of the charity.

7. Outcome

If our investigation reveals shortcomings, we will take steps to prevent similar issues in the future.

Step Two: Charities Regulator

If you are unsatisfied with how we handled your complaint, you may contact the **Charities Regulator**, who oversees compliance with the *Guidelines for Charitable Organisations on Fundraising from the Public*. Further details are available at:

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