



## **Handling Feedback and Complaints**

The Simon 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.

The Simon 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, use them to improve, and monitor them at management level.

### **If You Have Feedback or a Complaint**

If you do have a comment about any aspect of our work, you can contact the Simon Communities of Ireland in writing or by telephone. In the first instance, your comment will be dealt with by our Executive Director, Ber Grogan. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Ber Grogan  
Executive Director  
Simon Communities of Ireland  
Coleraine House,  
Coleraine Street,  
Dublin 7,  
D07 E8XF

Tel: 01 671 1606

Email: [Ber.Grogan@SimonCommunity.com](mailto:Ber.Grogan@SimonCommunity.com)

We are open Monday to Friday from 9:00am – 5:00pm.

### **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 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 must get in touch again by writing to the Simon Communities of Ireland's 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.

Write to:

Mick Price  
Chairperson  
Simon Communities of Ireland  
Coleraine House,  
Coleraine Street,  
Dublin 7,  
D07 E8XF

Email: [Mick.Price@SimonCommunity.com](mailto:Mick.Price@SimonCommunity.com)