

# Children's Rights Alliance Complaints Policy

August 2019

The Children's Rights Alliance endeavours to provide members of the public with up to date and accurate information on our dedicated information query line and accurate legal advice through our Legal Outreach Clinics.

The Children's Rights Alliance are committed to ensuring that all our communications and dealings with members of the public are of the highest possible standard. We endeavour to provide members of the public with up to date and accurate information on our dedicated information query line and accurate legal advice through our Legal Outreach Clinics. We listen and respond to the views so that we can continue to improve.

The Children's Rights Alliance 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 every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly and politely;
- making a complaint does not affect your access to the legal information and advice service;

- we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
- we learn from complaints, and use them to improve.

### **What to do if you have a Complaint?**

If you do have a complaint you can contact the Children’s Rights Alliance in writing by post, by email or by telephone. In the first instance, your complaint will be dealt with by our Chief Executive. In your complaint you should set out who your complaint is about and a brief a description of what you are complaining about.

To complain in writing contact: Tanya Ward  
Children’s Rights Alliance  
7 Red Cow Lane  
Smithfield  
Dublin 7.

To complain by phone: 01 6629400

To complain by email: [tanya@childrensrights.ie](mailto:tanya@childrensrights.ie)

We are open Monday to Friday 9am -5pm

### **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 working days, and do everything we can to resolve it with 21 working days. If this is not possible, we will explain why and give a new deadline.

All complaints will be entered into the complaints register which will be reviewed by the Board.

### **What happens if the complaint is not resolved?**

If you are not satisfied with the outcome, or if you have a complaint against the Chief Executive, you are invited to contact the Chair of the Board who will ensure that your appeal is considered at Board level. The Chair will respond within two weeks of this consideration by Board members.

### **Acting on Results**

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

## Complaints Register

Name of person making complaint	Date of complaint	Nature of Complaint	Action Taken	Follow up (if relevant)

