



# The Meath Foundation

## Fondúireacht Na Mí

### Complaints Policy

The Meath Foundation is committed to ensuring that all our communications and dealings with our members, our research grant, fellowships and award applicants and recipients, the Tallaght University Hospital community and all who engage with us are of the highest possible standard. However we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the Meath Foundation's work we would like to hear from you. We aim to ensure that:

- it is as easy as possible to make a complaint, where the need arises;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly and politely;
- 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, use them to improve, and monitor them at Board level.

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

If you do have a complaint about any aspect of our work, you can contact The Meath Foundation in writing by letter or email or by telephone.

Contact details are:

Martina Larkin

CEO

The Meath Foundation  
Tallaght University Hospital  
Tallaght  
Dublin 24 D24 NR0A  
Ireland

**Tel:** + 353 1 4143610

**Email:** [martina.larkin@tuh.ie](mailto:martina.larkin@tuh.ie) *please put 'Complaint' in the subject line*

**Please include the following:** Your complaint details; your Name; Address; Telephone number; Email address; Date.

### **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 within 21 working days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the Board of Directors annually.

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

If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing to the Chair of the Board who will ensure that your appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members.

If an individual is not satisfied with the manner in which their complaint is handled by the Meath Foundation, they will be advised of their right to raise a concern with the Charities Regulator.

### **Acting on Results**

We will do everything we can to put things right and will review our procedures where necessary to stop problems arising in the future.

### **Your Voice**

We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

***This policy will be published on our website***

***V1 2023 Complaints Policy considered by G & N Board Committee 22<sup>nd</sup> May 2023***

***Approved by the Board at their meeting on 22<sup>nd</sup> June 2023***

***For review Q2 2025***