



The Foundation for the Economics of Sustainability

"Designing Systems for a changing world"

Feasta Complaints Policy - May 2021

Feasta is committed to providing high standards of service and a welcoming environment for members. We take on board all reasonable suggestions and feedback from stakeholders. If you think our service could improve or that our standards are lacking somewhere, please bring it to our attention. We take all feedback seriously and will take action when we believe it is the right thing to do. All complaints will be dealt with in a timely and professional manner. If you have a complaint, here is what you should do:

1. Address your complaint to the Chairperson of the Board of Trustees, who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the Chairperson, you should make a formal complaint.
3. Your complaint should preferably be made by email to Chairperson@feasta.org with the subject "For the attention of the Chairperson". The Chairperson will acknowledge it in writing (normally within 7 days of receipt). If the nature of the complaint is sensitive and you wish to send a letter by post, our address is:

Feasta CLG
3 Bruach an Uisce
Cloughjordan
Co. Tipperary E53 CF59

Please mark it "Private: For the attention of the Chairperson" on the envelope - and remember to keep a copy of your letter.

4. The Chairperson will investigate the complaint, if necessary in consultation with either the Staff Liaison Group or other Trustees.
5. The Chairperson will communicate the results of the investigation to you within a reasonable time – this is usually 30 days.
6. You have the right – if you're not happy with the results of the inquiry – to put your case in writing, or in person, to a panel of at least two Board members from Feasta, subject to Covid safety and other logistical constraints. If attending in person, you have the right to be accompanied by a friend or advocate to help put your case forward. The panel also has the right to have an advisor present. We will not be liable for any expenses you might incur.
7. The decision of the panel will be final and there is no appeals process.
8. Where it's right to do so, Feasta will make a written apology to the complainant, and agree on any further action necessary.
9. All formal complaints and responses will be recorded and filed in a secure place.
10. The Chairperson will inform the Board at the first available meeting of any formal complaints and their outcome. The Board will consider the implications for the planning and management of future services.

* If a complaint relates to the Chairperson, read "Board of Trustees" for "Chairperson" and send the relevant emails to trustees@feasta.org.

Feasta CLG. Company no. 319430. Charity no. CHY 13052. CRA no. 20039615.

Directors: Graham Barnes (UK), Michele Brady, Mark Garavan, Willi Kiefel (Germany), Brent Ranalli (US), Michael Sandler (US), John Sharry