



Policy Title: Feasta Feedback and Complaints

Policy Number:

Ver: 1.1

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Ver.	Amendment Description / Review information	Created / Rev / Modified By	Date	Approved by Board	Review Date
1.0	New Policy Document	MB	May 2021		
1.1	Revised Policy Document	MB/MF	March 2024		

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 Company Secretary 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 Company Secretary, you should make a formal complaint.
3. Your complaint should preferably be made by email to companysecretary@feasta.org with the subject "For the attention of the Company Secretary". The Company Secretary 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 Company Secretary" on the envelope - and remember to keep a copy of your letter.

4. The Company Secretary will investigate the complaint, if necessary in consultation with either the Staff Liaison Group*** or other Trustees.
5. The Company Secretary 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 pandemic regulations and guidelines 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 further 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 Company Secretary 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 Company Secretary, read "Chairperson" for "Company Secretary". Such a complaint may be emailed to chairperson@feasta.org or a letter by post sent to the above address, marked for attention of the Chairperson.

*** The Staff Liaison Group is comprised of staff members, at least one Trustee and an independent volunteer member. Additional advisors are invited to meetings as required.