



AUGUSTINIAN PROVINCE OF IRELAND

COMPLAINTS POLICY

As adopted and approved by the Board on the 30th January 2020

OUR COMMITMENT TO YOU

The Augustinians Province of Ireland is committed to ensuring that all our communications and dealings with our members, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to your views so that we can continue to improve. The **Order of Saint Augustine – Irish Province** welcomes both positive and negative feedback.

Therefore we aim to ensure that:

- it is as easy as possible to make a complaint, where the need arises;
- 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;
- we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc.; and
- we learn from complaints, use them to improve, and monitor them.

WHAT TO DO IF YOU HAVE A COMPLAINT?

If you do have a complaint about any aspect of our work, you can contact the Prior at local level either in writing or by telephone. (*See Appendix 1 for contact details*)

In the first instance, your complaint will be dealt with by our **Prior/Parish Priest** (or other named office holder with sufficient seniority to address the complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

WRITE TO:

Prior / Parish Priest (*Please see Appendix 1 for Contact Details*)

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 seven days and do everything we can to resolve it within twenty-one 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 Trustees annually.

WHAT HAPPENS IF THE COMPLAINT IS NOT RESOLVED?

If you are not happy with our response, you may get in touch again by writing to Provincial Secretary (*see contact details in appendix 1*). If you are still not satisfied with the outcome, you are invited to contact the Prior Provincial who will ensure that your appeal is considered at Province level. He 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.

YOUR VOICE

We hope you agree that most of the time we do provide a good quality ministry. 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.

Appendix 1 – Contact Details

Appendix 2 – Complaint Form

Appendix 3 – Complaints Register

