AUGUSTINIAN PROVINCE OF IRELAND

COMPLAINTS POLICY

June 2025

Our Commitment to You

The Augustinian 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**. 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 still not satisfied with the outcome, you are invited to contact the Prior Provincial (Provincialoffice@augustinians.ie or 01-485 1516) 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 – Complaint Form

Appendix 2 – Contact Details

Appendix 3 – Complaints Register

Complaint Form – [Augustinian Community Name]	
Name of Complainant	
Phone	
Email	
Address	
Complaint Date	
Complaint Take by	
Complaint Details	
Referred to	
Date referred	
Corrective Action	
Corrective Action Follow up	
Signed	
Date	

Contacts

Priory	Address	Email	Telephone Number
The Prior	St. Augustine's Priory, Washington Street, Cork, T12 DT68	info@augustinians.ie	021-427 5398
The Prior	St. Augustines, Taylors Lane Ballyboden D16 YN32	info@augustinians.ie	01-424 1000
The Prior	John's Lane Thomas Street D08 F8NW	info@augustinians.ie	01-485 1516
The Prior	St Augustinians Priory Lower Main Street Dungarvan Co. Waterford X356 DP73	info@augustinians.ie	058 - 41136
The Prior	St. Augustine's Priory, Shop Street, Drogheda, Co Louth, A92 P522	info@augustinians.ie	041 – 9863 8409
The Prior	Duckspool House, Abbeyside, Dungarvan, Co. Waterford, X35 AH76	info@augustinians.ie	058 – 237 84
The Prior	Augustinian Abbey Abbey Street, Fethard, Co. Tipperary E91 NR53	info@augustinians.ie	052 – 613 1273
The Prior	St. Augustine's Priory Good Counsel College, New Ross, Co. Wexford, Y34 R297	info@augustinians.ie	
The Prior	St. Augustine's Priory, St. Augustine's Street, Galway, H91 P5NE	info@augustinians.ie	091-596 2524
The Prior	St. Augustine's Priory, O'Connell Street, Limerick, V94 CAA8	info@augustinians.ie	061-415 374

THE ORDER OF SAINT AUGUSTINE – IRISH PROVINCE– COMPLAINTS REGISTER						
Date	**Complainant's name (and Organisation, where relevant)**	**Contact No.**	**Email/address**	**Nature/details of complaint**	**Comments and follow-up action (Include name of employee responsible for follow-up)**	**Feedback from complainant** **Status/Date finalised**