South Kerry Development Partnership CLG

Complaints Policy

COMPLAINTS POLICY

Client care is a fundamental part of SKDP. We believe that every client should expect and receive excellent service. Our Company policy on client care is to continuously pursue our commitment to providing the highest standard of client service and to customise our approach to meet the special needs of our clients. Our ethos is to always deliver both a professional and outstanding service, and there is an expectation that this ethos is reflected at all times in our performance and in our work.

South Kerry Development Partnership views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Our main priority is to deal with the complaint promptly and to the client's satisfaction as far as possible.

Our Commitment to you

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- Make sure all complaints are investigated fairly, promptly and in confidence;
- Handle all complaint information sensitively, telling only those who need to know; following any relevant data protection requirements;
- Gather information which helps us to improve what we do;
- Learn from complaints and use them to review and improve our service.

What is a complaint?

A complaint is any expression of dissatisfaction about any aspect of the service we provide and can include:

- When we do not deliver a satisfactory service
- When we give you the wrong information
- When you have a problem with a member of staff

Please note that SKDP is unable to interfere with any matter which has been or is the subject of court proceedings.

How to make a complaint

By email or in writing, via post.

Email: Info@skdp.net

Writing: Complaints Coordinator, South Kerry Development Partnership CLG, West Main Street, Cahersiveen, Co. Kerry V23 P981

Response Times

Your complaint will be acknowledged by the person handling the complaint within 10 working days.

A definitive reply will normally be sent to you within 20 working days.

If there is a delay in responding we will keep you informed of our progress.

Review

If you are unhappy with the response, you may ask for a review by a more senior person at SKDP by emailing or writing to the Complaints Coordinator:

Email: info@skdp.net

Address: Complaints Coordinator, South Kerry Development Partnership CLG, West Main Street, Cahersiveen, Co. Kerry V23 P981

Response time will normally be within 20 working days.

If this is not possible, because for example an investigation has not been fully completed, a progress report will be sent with an indication as to when a full reply will be given.

Appeal

If you are still unhappy with the response, you may contact the relevant Government Department. SKDP will advise in their review response of the relevant Government Department to contact in the event that the complainant is unhappy with the outcome of the review.

A SICAP client has the right to contact Pobal and/or the Dept. of Rural and Community Development and the Gaeltacht (DRCDG) directly to raise a complaint in relation to a SICAP service locally by SKDP.

Anonymous Complaints

All anonymous complaints, will be recorded and brought to the attention of the relevant line manager for a decision as to whether quality improvements are required on the basis of the complaint. Anonymous complaints will not normally be investigated.