

## **The Irish Blue Cross Complaints Handling Policy**

### **Purpose of this Policy**

The Irish Blue Cross value complaints as they assist us in improving the quality of our service to the public. The charity is committed to consistent, fair and confidential complaint handling and to resolving complaints, where possible, as quickly as possible.

### **Our Commitment to You**

The Irish Blue Cross is committed to ensuring that all our communications and dealings with our clients, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to all views and feedback received so that we can continue to improve our services and standards. The Irish Blue Cross welcomes both positive and constructive feedback. We aim to ensure:

- it is as easy as possible to make a complaint, where the need arises;
- we treat any complaint as a 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 as quickly as practically possible in a professional manner;
- we respond accordingly - for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
- we learn from complaints, use them to improve our services to the public, and monitor them at Board level.

### **What to do if you have a Complaint**

If you wish to make a formal complaint about any aspect of our work, this must be done in writing/email to the CEO, [chris.conneely@bluecross.ie](mailto:chris.conneely@bluecross.ie)

Depending on which areas your complaint relates to, it will be handled by one of the following:

**Horse Ambulance Service and General:** Chris Conneely, CEO at

chris.conneely@bluecross.ie

**Veterinary Services:** Laura Mock, Head of Veterinary Services at  
laura.mock@bluecross.ie

**Marketing/Fundraising:** Campaigns and Fundraising Manager at  
fundraising@bluecross.ie

It is important to supply your name and address, as well as your email address and please let us know how you would like us to respond. Our details are:

***The Irish Blue Cross, 15A Goldenbridge Industrial Estate, Tyrconnell Road, Inchicore, Dublin 8. Tel: 01-4163030. Email: [info@bluecross.ie](mailto:info@bluecross.ie)***

**Our phone line is open from 8.00 am to 7.00 pm Monday – Friday and from 9.00 am to 1.00 pm on Saturdays.**

### **What Happens Next**

If you make your complaint in person or over the phone, we will try to resolve the issue there and then. However, if that is not possible, you will be invited to make your complaint by email or in writing as noted above. We will always acknowledge your complaint within 7 days, and seek to resolve, where possible the concern(s) raised within 21 days. If this is not possible, we will explain why and outline a proposed deadline in which we will respond.

All complaints will be recorded at the time they are received or as soon as possible and passed on to the appropriate person as listed above. You will be kept informed of progress. All complaints are tracked and kept in a complaints' register for review at the end of the year.

All personal details and particulars of each complaint will be treated in strict confidence.

### **How we handle Complaints**

Your complaint will be treated with courtesy and respect. Where possible, complaints will be resolved at the first point of contact and at the earliest opportunity.

If your complaint cannot be resolved at this stage, or you remain dissatisfied with the response received, you will be given the details of the relevant person who will be dealing with the complaint raised.

Your complaint will then be passed onto that person, who will ensure to:

1. Contact you to document and/or understand the specific particulars of your complaint.

2. In line with the process to be followed internally, inform the person concerned about the complaint and furnish a copy of same to that person.
3. Invite the person to make a response.
4. Document any response.
5. Carry out all reasonable inquiries into the complaint.
6. Convey the outcome of the inquiries to all parties to the complaint.
7. Recommend a proposed satisfactory resolution to the complaint.

***No further action will be taken if the complaint is resolved at this stage.***

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## **What happens if a Complaint is not resolved?**

### **Escalation of Complaint**

If the complaint can't be resolved through the above process it will be referred to a nominated person of The Irish Blue Cross and the relevant parties will be informed of next steps.

The Irish Blue Cross may appoint an external person to assist, if required.

The decision after this stage is final.

### **Review of complaint handling policy and procedures**

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We will review this policy and our procedures as necessary and do all we can where necessary to ensure our services to the public are to the highest of standards and stop any concerns from arising or reoccurring.



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Signed: Chris Conneely, CEO

The Irish Blue Cross  
15 Goldenbridge Industrial Estate  
Inchicore  
Dublin 8  
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Reviewed: 22.3.22 By: The Irish Blue Cross Board of Directors
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