

Na Píobairí Uilleann

Complaints Policy



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Document Control

Change Record

Date	Author	Version	Change Reference
Sept-19	Emmett Gill	1.0	Updated to standardised document
03-Sept-20	Emmett Gill	1.1	Corrections to typos
07-Apr-21	Gay McKeon	1.2	Minor changes

Reviewers

Name	Position
Gay McKeon	CEO
Emmett	Archivist

Distribution

Copy No.	Name	Location

Complaints Policy

NPU aims to provide the best possible service. Sometimes things do go wrong. This complaints policy has therefore been created for use if you have reason to express dissatisfaction about the facilities or services you get from NPU.

Definition, inclusions and exclusions

Definition of a complaint: "A complaint is an expression of dissatisfaction, however made, about the facilities or standard of service, actions or lack of action by NPU staff."

Complaints Policy: How we will handle your complaint?

Your complaint will be acknowledged within two working days of receipt and will be treated in confidence unless otherwise stated. All complaints will be thoroughly investigated and where appropriate you will be sent a full written response normally within 10 working days of your complaint being received. If, however, we are unable to send a final response within that timescale, we will send you an interim reply telling you why and when you may expect to know the outcome.

What to do if you have a complaint: Stage One

If you have a complaint about our service, facilities, staff or board, you can tell us in person, by telephone, in writing or by e-mail. If in person, please make your complaint to the Administrator.

What to do if you have a complaint: Stage Two

If you remain dissatisfied, or if you are unsure to whom you should make your complaint, you should contact the CEO to discuss your complaint.

What to do if you have a complaint: Stage Three

If following the CEO's reply you remain dissatisfied with the response, you should complain in writing to the Chairman of the NPU board. The decision of the Chairman is final.

Complaints log is maintained here:

S:\Admin\Complaints