

# Na Píobairí Uilleann

## Complaints Policy



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## Document Control

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**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

**Reviewers**

Name	Position
Gay McKeon	CEO
Emmett	Archivist

**Distribution**

Copy No.	Name	Location

## Complaints Procedure

NPU aims to provide the best possible service. But sometimes things do go wrong and this complaints procedure has been created to 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 Procedure: How we will handle your complaint?**

Your complaint will be acknowledged within two working days of receipt and will be treated in confidence if you request. 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 whom you should contact) 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