



Comments & Complaints Policy

The aim of An Díséart is to provide Education and Cultural, Heritage and Arts facilities for the benefit of the community. It also aims to operate a centre for study and meditation for native religious traditions in Ireland.

This policy sets out the process in An Díséart for receiving and dealing with comments and complaints.

An Díséart is committed to providing a quality service to the community and we regularly evaluate our services in order to ensure this and to monitor the standard of our performance.

While this is always our aim, we accept that sometimes things do not always go to plan. In such circumstances, we want to know, so that we can put things right and learn from the experience of people who use An Díséart.

We welcome all comments on our services, positive or negative. Complaints will be accepted and considered irrespective of the nature of the complaint or who the person making the complaint is.

An Díséart gives a commitment to resolve complaints as quickly as possible. All complaints will be dealt with seriously, sensitively and appropriately to ensure that the standard of service provided by *An Díséart* is maintained at a high level. The quality of the service provided to An Díséart will never be adversely affected because a complaint has been made.

Step 1

The complaints procedure is kept as simple as possible. If a person has a complaint about some aspect of the Díseart's activity, or about the conduct of an individual member of staff, the Díseart will seek to resolve the problem by simply speaking to the individual concerned.

When a complaint is received the Díseart manager will be informed at the next opportunity. Every effort will be made to address the issue informally by discussing the issue with the person. We aim to resolve the majority of complaints received through this early resolution process.

Step 2

If the matter cannot be resolved by discussing it with the manager or individual staff member, anyone wishing to make a complaint can do so in person by placing their written note in the comments & complaints box available at the Díseart Reception. The comment or complaint can also be emailed to: info@disearth.ie marked "private and confidential".

If a written complaint is made against the Manager, a representative of the Board of Directors will consider the complaint and seek to address the matters arising.

The Díseart will acknowledge a written complaint within five working days and tell the individual who will be dealing with it. The Díseart may need to follow up with the individual to get further information to help with enquiries or the Díseart may offer to meet with the individual to discuss their complaint. Once the Díseart fully understand the complaint and how the individual would like to see it resolved, the Díseart will respond within 30 working days of the complaint being acknowledged. The Díseart will tell you what has been done and how the Díseart reached its conclusions and, where appropriate, how it is intended to resolve the issue for you. If there is a reason that the Díseart cannot resolve the complaint within this timeframe the individual will be notified.

In the event of errors being made, *An Díseart* will endeavour to correct the error as quickly as possible and to give an explanation and, where appropriate, an apology.

All complaints made – both formal and informal – will be recorded in detail. Records will be stored in the Complaints Records File and will be retained for at least two years following resolution of the complaint.

All information relating to any complaint will be treated as confidential and shared only on a need to know basis.