



## **Newbury House Family Centre**

### **Feedback and Complaints Policy and Procedures**

#### **Purpose**

Feedback, both positive and negative, from service users, stakeholders, donor/funders and the public are important to us. It enables us to ensure that the services we provide and the manner which we provide them is in line with service user needs and best practice. The purpose of this policy and the procedures that accompany it are to encourage and respond to feedback in an effect and efficient manner.

#### **Applicability**

This policy applies to Manager, Staff, Trustees of the Board, volunteers and external contractors working on our behalf.

The attached policy outlines how Newbury act upon feedback we get from the people using our service. It will explain how to make a complaint and advises you on your rights as a service user.

#### **Policy**

We welcome both positive and negative feedback therefore we aim to ensure that

- It is as easy as possible to give feedback
- We treat as a complaint any clear expression of dissatisfaction with other operations which calls for a response.
- We treat it seriously whether it is made by telephone, letter, email or in person.
- We deal with it quickly and politely.
- We respond accordingly – e.g. with an explanation or apology where we have got things wrong and with information on any action taken etc.
- We learn from feedback and use it to improve.
- We monitor feedback received and the response given at Board level.
- If, in the course of examining the matter, information comes in the possession of the Manager or Trustee of the Board, that causes a person to form an opinion that are reasonable grounds for believing that an offence under the Criminal Justice (Theft and Fraud Offences) Act 2001 has been committed, the person will notify the Charities Regulatory Authority in writing.

#### **Procedure**

Newbury will take every complaint seriously. Newbury's process for managing feedback and complaints is as follows:

### Step 1: Giving Feedback/Making a Complaint -

If you have feedback to give either positive or negative, about any aspect of the work of Newbury House Family Centre, you can contact the relevant Coordinator listed below in writing, email or by telephone:

- Telephone Newbury 021-4507999
- You can email feedback
  - o Family Support – [deirdre@newburyhouse.ie](mailto:deirdre@newburyhouse.ie)
  - o Childcare – [childcare@newburyhouse.ie](mailto:childcare@newburyhouse.ie)
  - o Arts Centre – [admin@mayfieldarts.ie](mailto:admin@mayfieldarts.ie)
  - o Office/Facilities – [admin@newburyhouse.ie](mailto:admin@newburyhouse.ie)
  - o All other complaints – [admin@newburyhouse.ie](mailto:admin@newburyhouse.ie)
- You can write to: Coordinator (Relevant Department), Newbury House Family Centre CLG, Old Youghal Road, Mayfield, Cork T23 C3FW

A complaints form is attached below, and copies are available on request.

#### What to include in a complaint

A written complaint should include:

- Who was involved?
- What happened and when?
- What are you concerned about?
- Have you done anything else to resolve the matter?
- What do you want to happen now?
- It will also assist the Complaints Officer if any extra information and/or copies of other relevant documents are attached to your written complaint.

### Step 2 – What happens next?

If you make complaint in person or over the phone, we will try to resolve the issue there and then. If you complain by email or in writing, we will acknowledge your complaint within 5 working days and we will do everything we can to resolve it within 20 working days. If this is not possible, we will explain why and provide you with a realistic deadline.

### Step 3 -

If you are not happy with Coordinator's response, you may get in touch again by writing to Manager of Newbury House Family Centre. He or she will ensure that your appeal will be dealt with at Stage 3 and will come back to you within 20 working days.

Step 4. If you are not happy with Manager's response, you may write your complaint to Chairperson of Newbury House Family Centre, and he/she will ensure that your appeal will be dealt with at Board level and will come back to you within 2 weeks of the board meeting at which it is discussed.

### Step 5. Monitoring Group

Ideally you should address your complaint to Family Centre directly as outlined above. You may however at any stage make the complaint in writing inter alia to the Charities Regulator.

You can contact them at:

Charities Regulator, 3 Georges Dock, IFSC, Dublin 1, D01 X5X). [www.charitiesregulatoryauthority.ie](http://www.charitiesregulatoryauthority.ie)

## **Contact Details**

Family Support – Deirdre Shanahan, Family Support Coordinator, Newbury House Family Centre, Old Youghal Road, Mayfield, Cork T23 C3FW. Tel: 021-4507999. Email: [Deirdre@newburyhouse.ie](mailto:Deirdre@newburyhouse.ie)

Childcare – Leslie O'Connor, Childcare Coordinator, Newbury House Family Centre, Old Youghal Road, Mayfield, Cork T23 C3FW. Tel: 021-4507999. Email: [childcare@newburyhouse.ie](mailto:childcare@newburyhouse.ie)

Mayfield Arts – Deirdre Hunt, Arts Programme Coordinator, Newbury House Family Centre, Old Youghal Road, Mayfield, Cork T23 C3FW. Tel: 021-4530434 Email: [admin@mayfieldarts.ie](mailto:admin@mayfieldarts.ie)

Administration/Facilities – Valerie Hourigan, Admin Coordinator, Newbury House Family Centre, Old Youghal Road, Mayfield, Cork T23 C3FW. Tel: 021-4507999. Email: [admin@newburyhouse.ie](mailto:admin@newburyhouse.ie)

Manager - Rosella Sheehan, Family Centre Manager, Newbury House Family Centre, Old Youghal Road, Mayfield, Cork T23 C3FW. Tel: 021-4507999. Email: [rosella@newburyhouse.ie](mailto:rosella@newburyhouse.ie)

Newbury Chairperson,

c/o Newbury House Family Centre, Old Youghal Road, Mayfield, Cork T23 C3FW. Tel: 021-4507999. Email: [chairperson@newburyhouse.ie](mailto:chairperson@newburyhouse.ie)