



Little Blue Heroes Foundation

Handling Feedback and Complaints Procedures

Handling Feedback and Complaints Procedure

Effective Date	2020
Approved by	Little Blue Heroes Foundation Trustees
Version Number	0.1



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1. PURPOSE

The purpose of this procedure is to ensure that the Little Blue Heroes Foundation is committed to guaranteeing that all our communications and dealings with the general public and our supporters are of the highest possible standard. The foundation will listen and respond to the views of the general public and our supporters so that we can continue to improve.

2. SCOPE

Little Blue Heroes Foundation welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- We treat it seriously whether it is made by telephone, letter, fax, email or in person;
- We deal with it quickly and politely;
- We respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc.
- We learn from complaints, use them to improve, and monitor them at our Board.

3. HANDLING FEEDBACK AND COMPLAINTS PROCESS – STEP ONE

3.1 What to do if you have feedback or a complaint

If you do have a complaint about any aspect of our work, you can contact our Secretary Alan Keane in writing or by telephone. In the first instance, your complaint will be dealt with by our Secretary. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

Alan Keane Secretary, Little Blue Heroes Foundation.

13 Oak Vale, Bailis Downs, Navan, Co Meath. C15HYV7, Ireland.

Phone +353 (0)861711433.

Email: info@littleblueheroes.org

3.2 What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.



3.3 What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Little Blue Heroes Foundation’s Chairperson. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.


4 IF YOU HAVE FEEDBACK OR A COMPLAINT – STEP TWO

Charities Regulator

Ideally in the first instance you should address your complaint to Little Blue Heroes Foundation as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversee charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.

All matters of suspected illegality should be addressed immediately to An Garda Síochána, and/or the Charities Regulator.

Document History & Version Control

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