



| COMPLAINTS POLICY | |
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| Approved by the Board | Date: 24/07/2023 |
| Approved by the Executives | Date: 24/07/2023 |
| Next Review Date | Date: 25/07/2026 |

KDYS Feedback & Complaints Policy

KDYS is committed to ensuring that all our communications and dealings with the general public, our supporters and the children, young people and families we work with are of the highest possible standard. We actively promote the participation of young people in our services through seeking their views and acting on them as far as we possibly can.

KDYS welcomes both positive and negative feedback. We believe they give us the opportunity to learn and improve. We hold ourselves accountable for how we manage feedback including complaints. We report on how we have responded to complaints at our Board meetings. We will also share any improvements to our services that have occurred as a result of feedback and complaints on our website and in our annual reports.

What is a Complaint?

A complaint is a clear expression of dissatisfaction with our operations that calls for a response. When managing complaints, we aim to ensure that:

- It is as easy as possible to share feedback and to make a complaint
- We take complaints seriously whether they are made by telephone, letter, fax, email or in person
- We deal with complaints quickly and politely
- We will respond accordingly – for example, with an explanation, or an apology where we have got things wrong
- We provide information on any action taken to remedy the failing
- We handle complaints confidentially and in line with GDPR.

If you have Feedback or a Complaint

We will make every effort to ensure you are aware of your rights under the KDYS Feedback and Complaints Policy. We will also assist you or sign-post you to support to help you to make your complaint – we want this process to be as accessible and user-friendly as possible

If you are not sure who to direct your complaint to, you can speak to us over the phone by contacting your nearest KDYS Youth Centre and asking for the Centre Manager. They will listen to your concerns and decide who is the best person to deal with your complaint.

KDYS Killarney
KDYS Tralee
KDYS Listowel

Tel: (066) 31748
Tel: (066) 7121674
Tel: (068) 23744

Our youth centres are open 5 days a week, Monday to Friday from 9am to 5pm.

KDYS Complaint Management Process

KDYS operates a three stage complaint process which is explained below:

Stage 1 – Informal Resolution

If you have a complaint, about any aspect of our work, or your experience of our services, you are encouraged to express your concerns to the KDYS Staff Member or the person in charge of the service that you are dealing with. We will acknowledge your complaint within 3 working days and do our best to resolve it then and there if we can. If you are satisfied with our response, we will confirm the details of the resolution achieved in writing to you. This is stage one of our complaint management process.

Stage 2 – Formal Complaint Investigation

If you are dissatisfied with our response, KDYS will consider whether we should undertake a formal complaint investigation. At this point, the complaint will need to be put in writing. You can do this yourself or we will call you/meet you to record the details of your complaint with you. This is to make sure that we have understood and can respond appropriately to your complaint issues. 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. It would also help us in managing your complaint if you explained what you would like us to do to put matters right. It is important to note that our scope to implement the changes you might like may be limited by contractual or budgetary constraints.

Please write to:

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| <p>‘Feedback and Complaints’</p> <p>KDYS Youth Centre Fair Hill, Killarney, V93 W0FH Email: feedbackandcomplaints@kdys.ie</p> |
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At stage 2 of the process, we will 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. If necessary, we will undertake a complaint investigation and will provide the findings and recommendations in writing to you.

Stage 3 – Appeal

If you are not happy with the outcome of stage 2, you are entitled to make an appeal. To do this, you may get in touch again by writing to the CEO of KDYS at ceo@kdys.ie. They will ensure that your appeal is considered and will contact you within two weeks of the date received with a response. Your appeal may be reviewed by the CEO or they may decide to appoint a suitable person to consider your appeal on their behalf.

If your complaint is about the CEO or there is a conflict of interest for the CEO in examining your appeal, your complaint will be brought to the attention of the KDYS Board of Directors. This can be done by you, the CEO or you can ask an alternative member of KDYS staff to do this for you if you prefer.

Your right to raise a concern with the Charities Regulator

You have the right to contact the Charity Regulator at any time.

If you are not satisfied with how your complaint was handled by KDYS, you have the right to raise this as a concern with the Charities Regulator. The Charity Regulator may decide to conduct their own independent investigation. You can do this on the Regulator's website: <https://www.charitiesregulator.ie/en/contact-us>; by phone to the Regulator: 01-211 8650; or by email: concerns@charitiesregulator.ie

Complaints involving child welfare/child protection concerns

Should your complaint involve an allegation of child abuse and/or neglect then the advice of Tusla and/or Gardaí will be sought by KDYS in keeping with KDYS Child Safeguarding Statement and Procedures.

When are complaints not investigated?

If, in the opinion of the KDYS Complaints Manager, a complaint has already been responded to, is unreasonable, frivolous or not in good faith, a decision may be made not to investigate. KDYS will provide you with an explanation for this decision.

Child and Young Person Friendly Process

KDYS particularly welcomes feedback and complaints from children and young people. Youth workers are skilled in listening to young people and acting on what they have to say. If you are a child or young person and you wish to speak to someone about your experience of KDYS services, please ask to talk to a youth worker in your nearest project or youth centre. Alternatively, you could speak to an adult you trust to pass on your concerns to us by email or phone (described in the steps above).

We will arrange for someone from KDYS you are comfortable with to meet you, to talk about the problem and find a solution with you, we will say sorry to you if we have got something wrong and will put things right again if we can.

If you have a complaint about another organization or state body, we will make sure you know your rights and will help you to make your complaint to the appropriate person/body.