

Policy for Managing Complaints to the Irish Lung Fibrosis Association

Document Name: Policy for Managing Complaints to ILFA

Date Effective From: March 2018

1.0 Policy Statement

This is a statement of the Irish Lung Fibrosis Association's (ILFA) policy for managing complaints.

2.0 Aim of Policy

The main aim of this policy is to have a process in place for managing and responding to complaints made to ILFA, and to use customer complaints, concerns, or suggestions to improve service quality.

3.0 Scope of Policy

This policy applies to ILFA Directors, committee members, volunteers, staff and contractors working on behalf of ILFA. All committee members must receive training regarding this policy as part of their governance training.

This policy is intended solely for complaints to ILFA about our services and/or representatives and/ or ILFA's activities. This policy does not apply to complaints received about third party institutions, healthcare staff, or individuals other than those directly and officially associated with ILFA.

4.0 Definitions

A complaint is an expression of customer dissatisfaction or concern relating to the service or to the performance of an ILFA representative (ILFA Directors, committee members, staff, contractors and volunteers). Complaints may be made verbally in person or by telephone, in writing, or via email or private message on social media channels.

5.0 Responsibilities

This policy is intended for the ILFA Directors, committee members, staff, contractors and volunteers and they are responsible for implementing the various elements of the document.

6.0 Procedure for processing complaints relating to ILFA

- 1) All persons wishing to make a complaint must be treated with courtesy, respect, and patience.
- 2) ILFA Directors, committee members, staff, contractors and volunteers must follow the procedure for receiving, handling and responding to complaints or concerns regarding ILFA, our representatives or our activities.
- 3) Early and effective processing of complaints is important. All complaints should be notified to the ILFA Chairman and/or Directors within 72-hours to ensure that every effort can be made to resolve the complaint and to prevent future incidents of customer dissatisfaction.
- 4) Names and telephone / email contact details should be requested from individuals making a complaint to ILFA to help resolve the issue, and subsequently inform them of the measures taken and the outcome.
- 5) Those who request that their identity remain anonymous should be informed that this will be respected as much as possible, but this may hamper the managing and resolution of the complaint.
- 6) If a caller is abusive, incoherent, or difficulties are encountered during the telephone conversation, this should be noted. If difficulties are encountered, the person making the complaint should be asked to put their concerns in writing.
- 7) Written complaints, emails and messages received via social media should be acknowledged, and the sender informed that the complaint will be addressed within 21 days.
- 8) All facts regarding the nature of the complaint should be established as soon as possible and all parties involved should be treated fairly and with respect.
- 9) If necessary, the ILFA Directors and/or committee may need to hold an extraordinary meeting to address and manage the complaint.

- 10) Depending on the nature and facts of the complaint, sanctions may need to be imposed on the ILFA Directors, committee members, contractors, staff and representatives of ILFA. Sanctions may include a temporary suspension from ILFA or a permanent suspension if the committee deem this appropriate.
- 11) Customer comments, criticisms, or suggestions on ways to improve ILFA's service may be useful.
- 12) Copies of complaints, correspondence and all related documents should be placed in a specified complaints file upon resolution.

7.0 Distribution

This policy will be circulated to all Directors, committee members, contractors and staff and of ILFA. New Directors, committee members, staff joining ILFA will receive training in the use of this document/policy.

8.0 Review

The policy will be reviewed every 3 years or if the need arises on an ad hoc basis to ensure that it is current and applicable. Policy review will be carried out for the purposes of continuous evaluation and quality improvement.

Last updated 5/3/2018

Irish Lung Fibrosis Association

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