

# Complaints policy

## Our commitment to you

Debra is committed to ensuring that all our communications and dealings with people living with EB, their families, carers, stakeholders, the general public, and all who engage with us are of the highest possible standard.

We actively listen and respond to feedback so that we can continue to improve. Debra welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- it is as easy as possible to make a complaint, where the need arises;
- we treat a complaint as any clear expression of dissatisfaction with our operations which calls for a response;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly, politely and within the timescale outlined;
- we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken;
- we learn from complaints, use them to improve, and monitor them at Board level. What we do if you have a complaint:

If you have a complaint, we would recommend talking to your contact at Debra in the first instance. If this is not possible, you can contact our Office Manager in writing (post or email) or by telephone, details below.

Please give as much information as possible, for example, a brief description, dates and times where possible and what you would like to achieve from your complaint (e.g. an apology).

Please let us know how you would like us to respond to you, providing relevant contact details.

Mateja Smic, Office Manager  
Debra 8 Clanwilliam Terrace  
Grand Canal Quay Dublin 2  
D02 R240  
Tel: 01 4126924

Email: [info@debraireland.org](mailto:info@debraireland.org)

Office opening hours are from 9.00 am to 5.00pm, Monday – Friday.

A complaint should be made as soon as possible after the event, normally within

six months. However, in exceptional circumstances, if a complainant can demonstrate they only became aware of the event after six months has passed, there will be an extension of this time limit.

## What happens next?

Verbal Complaints:

- If you complain in person or over the phone, we will try to resolve the issue there and then. If the issue needs to be followed up, the relevant manager on the Senior Management Team (e.g. Finance, Family Support, Research, Advocacy, Fundraising or Marketing) will get in touch.
- If the complaint cannot be resolved, the member of the Senior Management Team will bring the issue to the CEO.
- If the complaint is still unresolved, the CEO will bring the issue to the Chairperson of the Board of Trustees.

Written Complaints:

- Complaints by email or in writing will be forwarded by the Office Manager to the relevant manager on the Senior Management Team (e.g. Finance, Family Support, Research, Advocacy, Fundraising or Marketing) who will get in touch.
- If the complaint cannot be resolved, the member of the Senior Management Team will bring the issue to the CEO.
- If the complaint is still unresolved, the CEO will bring the issue to the Chairperson of the Board of Trustees. If the complaint is in relation to a manager, the complaint will be directed to the CEO. If the complaint is about the CEO, the complaint will be directed to the Chairperson of the Board. We may need to follow up with you to obtain further information or offer to meet to discuss your complaint.

## Acknowledgement period

We will acknowledge your complaint within 48 hours (assuming it occurring within working week hours), and do everything we can to resolve it within 7 days.

We will tell you what we have done and how we will resolve the issue for you. If this is not possible, we will explain why and give a new deadline. Recording and

## Reporting complaints

We keep a complaints register where all complaints, verbal and written, are

logged. The register is reviewed by Debra's Senior Management Team (SMT) every quarter. However, for any complaint considered to be of a serious or urgent nature, the Senior Management Team will be notified, as soon as practical, by the recipient of the complaint.

The complaints register for the previous year will be circulated to the board for the consideration of members annually, if any complaints have been registered. Any complaint considered to be of a serious nature by the SMT will be notified to the board as soon as practical.

## What happens if the complaint is not resolved?

If you are unhappy with our response, you may get in touch again by writing to Debra's Chief Executive at the following address:

Jimmy Fearon, CEO  
Debra  
8 Clanwilliam Terrace  
Grand Canal Quay  
Dublin 2  
D02 R240

If you are still dissatisfied with the outcome, you are invited to contact the Chairperson of the Board, who will ensure that your appeal is considered at Board level.

The Chairperson will acknowledge receipt of your appeal within two weeks and will seek to resolve the complaint within 30 days. If this is not possible, they will explain why and give a new deadline.

The Chairperson's postal address is as follows:

Colm Darling, Chairperson  
Debra 8 Clanwilliam Terrace  
Grand Canal Quay  
Dublin 2  
D02 R240

## Your voice

We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.