


St Patrick's Mental Health Services



St Patrick's Mental Health Services

Policy Name: Communications & Fundraising Feedback and Complaints Policy		Article: 12
Policy No: COM 0007	Department (if applicable): Communications & Fundraising	
Date Implemented: 26/11/2015	Policy Updated:	Revision Date: 26/11/2018
Authorisation/Signature:  SARAH SURGENOR, COMMUNICATIONS & FUNDRAISING		

1. Policy

St. Patrick's Mental Health Services is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

2. Objectives

St. Patrick's Mental Health Services welcomes both positive and negative feedback. Therefore we aim to ensure that:-

- It is 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, comment card 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; and
- We learn from complaints, use them to improve, and monitor them at our Board Meetings.

3. Procedure

Step One

If you have a complaint about our Communications or Fundraising, you can contact our Communications & Fundraising Department in writing or by telephone.

Write to: Ms. Sarah Surgenor, Head of Communications & Fundraising
Telephone: 01 2493391
Email: ssurgenor@stpatmail.com

What happens next?

If you complain in person or over the telephone, 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 5 working days, and do everything we can to resolve it within 30 working days. If this is not possible, we will explain why and provide a new deadline.

Step Two

Ideally in the first instance you should address your complaint to the organisation as outlined above. If you feel your complaint has not been resolved or it has not been taken seriously, you may at any stage make your complaint in writing to the CEO or the Board of Governors.

Write to:

Mr. Paul Gilligan
CEO
St. Patrick's Mental Health Services
PO Box 136
James's Street
Dublin 8

Or

Mrs. Caroline Preston
Chairman of the Board of Governors
St. Patrick's Mental Health Services
PO Box 136
James's Street
Dublin 8

What happens next?

You will receive confirmation of receipt of your complaint within 5 working days. The CEO and or the Board of Governors will consider your complaint and will respond accordingly.

For details and guidance on the overall SPMHS complaints procedure, please refer to SPMHS policy GLD 0014 or contact the Clinical Governance office at 01 2493334.