

**Feed Back and Complaints Procedure** - Handling Feedback and Complaints about Obair

Obair Newmarket-on-Fergus CLG 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.

Obair Newmarket-on-Fergus CLG welcomes both positive and negative feedback. Therefore we aim to ensure that:-

1. It is as easy as possible to make a comment or complaint.
2. We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response.
3. We treat it seriously whether it is made by telephone, letter, email or in person.
4. We deal with it quickly and politely.
5. We respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken.
6. We learn from complaints, use them to improve, and monitor them through review and signing off by our manager.

***If you have feedback or a complaint – Step One***

If you do have feedback or a complaint about any aspect of our work, you can contact one of our division managers Siobhan O'Driscoll or Noreen McNamara, Obair Newmarket-on-Fergus CLG in writing or by telephone. In the first instance, your complaint will be dealt with by one of our managers. 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. In the case of Environmental Services please contact Eimear Murphy who will pass on the information to the appropriate manager.

Phone contact is 061-368030, or write to:

**The Manager,**

Obair Newmarket-on-Fergus CLG,

Ennis Road,

Newmarket-on-Fergus,

Co. Clare.

Email for Creche - Childcare noreen.mcnamara@obair.org

Email for Community Development siobhan.odriscoll@obair.org

Email for Environmental Services environment@obair.org

We are open 5 days a week from 9.00 am to 5.30 pm.

**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.

**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 Chairperson at the above address. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks after this consideration by Board members.