**Feedback and Complaints**

**Our Commitment to You**

Rainbow Club Cork Centre for Autism is committed to ensuring that all our communications and dealings with our members, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. Rainbow Club Cork Centre for Autism 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 as a complaint 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 and politely;
* we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
* we learn from complaints, use them to improve, and monitor them at Board level.

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

If you do have a complaint about any aspect of our work, you can contact

Rainbow Club Cork Centre for Autism in writing or by telephone. In the first instance, your complaint will be dealt with by our Secretary. Please let us know how you would like us to respond, with relevant contact details.

**Contact details are**:

Gobnait Burke

Company Secretary

 Rainbow Club Cork Centre for Autism

Mahon Community Centre,

Avenue De Rennes,

Mahon,

Cork T12HP40.

T e l: 086 2901183 | E-mail: gobnait@rainbowclub.ie

**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 give a new deadline. All complaints will be logged in our ‘complaints register’ and tracked until they are resolved. The complaints register is reviewed by the board of management committee annually.

**What happens if the complaint is not resolved?** If you are not happy with our response, you may get in touch again by writing to the Chairman of Masquerade Ball Rainbow Club who will ensure that your appeal is considered at committee level. S/he will respond within two weeks of this consideration by board of Management Committee members.

**If you have feedback or a Complaint – Step Two Monitoring Group**

Ideally in the first instance you should address your complaint to the organisation as outlined above.

You may however at any stage make your complaint in writing to the Monitoring Group who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

**What happens next?**

You will receive confirmation of receipt of your complaint within 7 working days. The Monitoring Group will consider complaints and will respond according to its own procedures.

**This complaints procedure does not apply to Rainbow Club Cork Centre for Autism board of Management members, members, or volunteers.**



****

**Signed by Signed by**

**Chairperson: Seán O'huigín Company Secretary: Gobnait Burke**

**Date: 18/05/2018 Date: 18/05/2018**