

HANDLING EXTERNAL FEEDBACK & COMPLAINTS



Version	Date	Changes	Approved by Board
2.0	December 2025	Brought in line with updated legislation and best practice terminology.	11 th Dec

The Simon Communities of Ireland (SCI) is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard and comply with relevant Irish and EU legislation, including data protection and equality requirements. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

This policy outlines how SCI manages feedback and complaints to ensure accountability and continuous improvement.

This policy does not cover complaints from staff members, who should use the internal grievance procedure.

The Simon Communities of Ireland welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint or give feedback.
- We are committed to ensuring this process is accessible as is reasonably possible.
- We treat all feedback and complaints seriously whether it is made by telephone, letter, email, social media or in person.
- We deal with it quickly and politely. We aim to respond to feedback and resolve complaints promptly, respectfully, and in line with our values.
- We respond accordingly – for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc. An acknowledgement will be sent when positive feedback has been received.
- We learn from complaints, use them to improve, and monitor them at management level.

How to Provide Feedback or Make a Complaint

If you do have a comment about any aspect of our work, you can contact the Simon Communities of Ireland in writing or by telephone. In the first instance, your comment will be dealt with by the staff member involved. Internal escalation can be made to our Executive Director, Ber Grogan, if necessary. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Complaints

Simon Communities of Ireland

Coleraine House,

Coleraine Street,

Dublin 7,

D07 E8XF

Tel: 01 671 1606

Email: info@simoncommunity.com

Subject line: Complaint / Feedback

We are open Monday to Friday from 9:00am – 5:00pm.

We will treat any personal data provided as part of your feedback or complaint in line with GDPR and our Data Protection Policy. If you require assistance or alternative formats to make a complaint or provide feedback, please let us know and we will accommodate your needs where possible.

What Happens Next?

If you complain or provide feedback in person or over the phone, we will try to respond there and then. Similarly, if you complain by email, social media or in writing we will always acknowledge your complaint within 7 working days and do everything we can to resolve it within 21 working days. If this is not possible, we will explain why and provide a new deadline.

What If A Complaint regarding the Executive Director Is Not Resolved?

If you are not happy with our response, you must get in touch again by writing to the Simon Communities of Ireland's Chairperson, Dr Johnny O'Rourke. The Chairperson will ensure that your appeal is considered at board level and will respond within two weeks of this consideration by Board members.

Write to:

Chairperson
Simon Communities of Ireland
Coleraine House,
Coleraine Street,
Dublin 7,
D07 E8XF

Email: johnny.orourke@simoncommunity.com

All complaints and their outcomes are reported to the Board of Directors as part of our governance and continuous improvement processes.

Please note that this feedback and complaints process is separate from our Whistleblowing Policy, which applies to concerns raised by staff or stakeholders under the Protected Disclosures Act 2014.