

# **Feedback and Complaints Policy and Procedures**



Bat Conservation Ireland is committed to maintaining a high standard on any of its interactions with members, members of the public, volunteers, stakeholders and other relevant sectors.

We often receive queries of a varied nature and are committed to the following:

- Responding to the query as soon as possible or as urgently as the query determines;
- Providing as much information as is within our remit and to answer the query as completely as possible;
- Offering referral suggestions or details, as the query determines and to provide as much help as is within our remit;
- Outlining clearly, if something is outside of our remit;

Sometimes queries can be complex and require input from others with expertise in the area and there may be a delay in responding, in order to gather such information or input.

Bat Conservation Ireland welcomes feedback, both positive and negative and will take all feedback on board in order to continue to raise the standard of work carried out by our organization. We dealing with complaints, we will:

1. Consider all feedback received by the organisation (within the context of the work that our organisation does), positive or negative;
2. Make it as easy as possible to provide make a complaint;
3. Take all complaints made seriously and endeavour to respond as quickly as possible;
4. Endeavour to resolve complaints at first point of contact if possible;
5. If the complaint cannot be resolved at first point of contact, we will endeavour to escalate the complaint as appropriate and provide a response, as quickly as possible;
6. Consult appropriately with those involved in a fair and transparent manner, should the complaint involve third parties;
7. Not respond to abusive or anonymous complaints;
8. Respond to each complaint in writing or where applicable by verbally;

If you would like to provide us with feedback, please use the 'Contact us' form on our website, which you will find here:

<https://www.batconservationireland.org/contact-us>

If you wish to make a complaint, you can do so in writing by one of the following methods:

Please please use the 'Contact us' form on our website, which you will find here:

<https://www.batconservationireland.org/contact-us>

or write to:

Chairperson  
Bat Conservation Ireland  
Carmichael Centre  
4-7, North Brunswick Street  
Dublin 7  
D07 RHA8.

Please outline your query as clearly as possible, including the best way to respond to you and providing contact details of how you can be contacted.

If you e-mail us through your complaint, we will endeavour to respond to it within 7 working days or as soon as possible thereafter, if there is a valid reason why we cannot reach this deadline.

If you send us your complaint by post, we will endeavour to respond to it within 14 working days, or as soon as possible thereafter, if there is a valid reason why we cannot reach this deadline.

Depending on the nature of the complaint, we will endeavour to resolve it within 28 working days or as soon as possible thereafter, if there is a valid reason why we cannot reach this deadline.