

# SharingPoint Complaints Policy

SharingPoint has put in place procedures to enable interested parties to notify the organisation of their wishes, comments and complaints. These procedures include systems to ensure that all feedback (especially all complaints) are responded to and addressed within a specific timeframe. Public or donor queries or complaints should, in the first instance, be addressed to SharingPoint. All matters of suspected illegality should be addressed immediately to An Garda Síochána.

## Handling Feedback & Complaints

SharingPoint 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. SharingPoint welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as 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 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 to rectify the issue, etc.
- We learn from complaints, use them to improve, and monitor them at our Board.

## What to do if you have feedback or a complaint:

In the first instance, your complaint will be dealt with by our CEO. If you do have a complaint about any aspect of our work, you can contact our CEO, Pádraig Langan in writing or by telephone. Please give as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

## Write to:

Mr. Pádraig Langan  
CEO SharingPoint  
Northside Enterprise Centre  
Northside Business & Community Campus  
Bunratty Drive  
Coolock  
Dublin 17

**Telephone:** 01 2814784

**Mobile:** 086 8353706

**Email:** [plangan@sharingpoint.ie](mailto:plangan@sharingpoint.ie)

## What Happens Next?

If you complain in person or over the phone, we will try to resolve the issue there and then. If you complain by email or in writing, we will try to 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 Chairman at the above address. The Chairman will ensure that your appeal is considered at Board level and will respond within 2 weeks of this consideration by Board members,