



## **Complaints Policy**

Indigo Rock Marine Research Centre company limited by guarantee (IRMRC) is committed to taking seriously any complaint that concerned individuals have about the service. It believes that if an individual wishes to make a complaint or register a concern they should find it easy to do so.

### **1. Purpose**

This policy is intended to ensure that complaints are dealt with properly and addressed in a professional manner and that improvements are made as a result of complaints.

### **2. Scope**

This policy covers all actions to be taken in respect to a complaint by a concerned individual. Concerned individuals can include: Project partners, Joint Secretariat, National coordinators/First Level controllers members of the wider community and concerned stakeholders (funders, external agencies, etc.). A complaint by a member of staff is addressed through the grievance process. Difficulties in relation to harassment or equality should be dealt with through the relevant policies in the Employee Handbook.

Complaints can be made against any aspect of IRMRC.

This policy forms part of the range of feedback and evaluation that IRMRC adopts.

### **3. Principles**

It is IRMRC's policy to welcome complaints and look upon them as an opportunity to learn, adapt and improve.

All complaints should be responded to and then resolved promptly, and within the timescale outlined.

IRMRC supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and the organisation.

Complainants should be consulted about what they would like to happen about their complaint.

All persons involved should be supported and given appropriate assistance throughout the process.

Investigation and communication will follow principles of natural justice and will respect all parties.

The complaints process will be well publicised. People should be aware of how to complain, and that the organisation provides easy to use opportunities for them to register their complaints.



All complaints must be properly recorded in a consistent manner. Complaints should be kept at a centralised location and monitored for quality purposes.

People may wish to provide constructive feedback rather than a complaint and this should be facilitated.

Complainants may also wish to withdraw their complaint. However IRMRC may need to continue an investigation if the complaint is deemed significant enough and depending on the grounds for withdrawal.

#### **4. Complaints procedures**

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 with 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 directors annually.

If you are not happy with our response, you may get in touch again by initially contacting the Manager of IRMRC and if the issue is still deemed to be unresolved you can write to The Chairman of the board who will ensure that your appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members.

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

We hope you agree that most of the time we do provide a good quality service. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This process for lodging complaints does not apply to IRMRC staff, who have a separate policy for lodging any complaints.

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