



## Complaints Policy

*The main object for which the Company is established is “to benefit the community by providing essential facilities, including community-based childcare and enterprise support, to foster economic growth and social inclusion. Through the development and management of a dedicated enterprise centre, we aim to reduce unemployment and alleviate disadvantage in Clondalkin and surrounding areas, empowering individuals and businesses to thrive.”*

## Complaints Policy



### Our Commitment to You

ACE Enterprise Park 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. ACE Enterprise Park 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.

### What to do if you have a Complaint?

If you do have a complaint about any aspect of our work, you can contact ACE Enterprise Park in writing or by telephone. In the first instance, your complaint will be dealt with by the Business Development Manager who will discuss the complaint with the complainant and attempt to agree a way forward or a solution that suits both parties. When the investigation is complete the complainant will be notified in writing of the outcome electronically or using the complaints resolution form.

We are open from 9.00 am to 5.00 pm Monday – Thursday and 9.00 am to 4.00 pm on Fridays.

### 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 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.

### 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 our Chief Executive Officer. If you are still not satisfied with the outcome, you are invited to contact 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.

### Acting on Results



We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again. The CEO will monitor any complaints on a regular basis to ensure they are being dealt with in the agreed time period and to the satisfaction of the complainants. **We treat all complaints or concerns raised as confidential. We cannot accept anonymous complaints as we generally need to follow up with the complainant to seek additional details. All complaints are treated with total confidentiality and personal details are not provided to any third party under any circumstances.** The CEO will report the board at the next meeting or sooner if required. The procedures will be reviewed by the CEO and staff annually or sooner if required. The policy will be reviewed every three years by the governance sub-committee or sooner if required.

### **Your Voice**

We hope you agree that most of the time we do provide a good quality service at Ace Enterprise Park. 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 The ACE Enterprise Park staff or volunteers, who have a separate policy for lodging any complaints.***

## ACE ENTERPRISE PARK – COMPLAINTS REGISTER

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