



Suicide or Survive

Public Feedback and Complaints Policy and Procedure

Purpose

Feedback, both positive and negative, from service users, stakeholders, donors/ funders and the general public is important to Suicide or Survive. It enables us to ensure that the services we provide and the manner in which we provide them is in line with service user needs and best practice in the area of mental health promotion and suicide prevention. The purpose of this policy and the procedures that accompany it are to encourage and respond to feedback in an effective and efficient manner.

Applicability

This policy applies to the CEO, staff members, Board members, fundraisers and external contractors working for/ on behalf of SOS.

Policy

It is the policy of Suicide or Survive to ensure that all our communications and dealings with service users, stakeholders, donors/ funders and the general public are of the highest possible standard. It is our policy to listen and respond to their views so that we can continue to improve.

We welcome both positive and negative feedback therefore we aim to ensure that:

- It is as easy as possible to give feedback
- 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 – e.g. with an explanation or apology where we have got things wrong and with information on any action taken etc.
- We learn from feedback and use it to improve



- We monitor feedback received and the response given at Board level
- If, in the course of examining any matter, information comes into the possession of the CEO or a board member that causes the person to form the opinion that there are reasonable grounds for believing that an offence under the Criminal Justice (Theft and Fraud Offences) Act 2001 has been or is being committed, the person will notify the Charities Regulator in writing

Procedure

Step 1 – Giving Feedback/ Making a Complaint

If you have feedback to give, either positive or negative, about any aspect of the work of Suicide or Survive you can contact Caroline McGuigan, CEO, in writing or by telephone.

In the first instance your feedback will be dealt with by our CEO. Please give us as much information as possible and let us know how you would like us to respond to you providing relevant contact details.

Contact:

Stonebridge House,

Stonebridge Close,

Shankill,

Co. Dublin

Telephone: 1890 577 577 Email: caroline@suicideorsurvive.ie

We are open 5 days a week from 9.00 am to 5.00 pm.

Step 2 – What happens next?

If you make a complaint 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 acknowledge your complaint within 7 days and will do everything we can to resolve it within 21 days. If this is not possible we will explain why and provide you with a realistic deadline.



If you are not happy with our response, you may get in touch again by writing to the Chairperson of Suicide or Survive, Natalie Hodgess. She will ensure that your appeal will be dealt with at Board level and will come back to you within 2 weeks of the Board meeting at which it is discussed.

Step 3 – Monitoring Group

Ideally you should address our complaint to Suicide or Survive directly as outlined above. You may however at any stage make your complaint in writing to the Charities Regulator.

You can contact them at:

Charities Regulator, 3 Georges Dock, IFSC, Dublin 1, D01 X5X0. Telephone 01 6331500. www.charitiesregulatoryauthority.ie

To view the full Guidelines for Charitable Organisations on Fundraising from the Public please click on the following link:

<https://www.charitiesinstituteireland.ie/guidelines-for-charitable-organisations-fundraising-from-the-public/>

Note: This Feedback and Complaints procedure does not apply to Suicide or Survive staff or agents.