

NALA Complaints Policy

Updated Feb 2016



NALA

National Adult Literacy Agency
Áisíneacht Náisiúnta Litearthachta do Aosaigh

Introduction to Complaints Policy

The National Adult Literacy Agency (NALA) works hard to maintain and improve the standard of service we provide. If you are not happy with some aspect of our service, tell us about it. We welcome your comments as a way of helping us to continue to improve our services.

We aim to acknowledge and investigate complaints promptly, fully and fairly. If an investigation shows that our procedures are inadequate, we will do our best to change them as soon as we can.

Any individual or organisation may make a complaint and we will treat all complaints in the strictest confidence. If you make a complaint, it will not affect the type of service you receive from us.

To help you make a complaint, this policy describes:

- what types of complaints we can and cannot deal with, and
- the steps involved in making and resolving a complaint.

Please note: We cannot reply to complaints if we do not have at least a contact name and phone number. We would appreciate it if complaints could be made in a polite manner.

What can I make a complaint about?

You can make a complaint about a service NALA provides or about the actions of a member of our staff. Complaints about NALA's general activities, or services not provided by NALA, are not covered by this policy.

How do I make a complaint?

Our complaints procedure has three stages:

- First, you should contact the appropriate NALA staff member directly (Stage 1).
- If you are not happy with their response, you can make a formal complaint to the NALA's Communications Officer (Stage 2).
- If you are still not satisfied, you can ask the Director of NALA to review your complaint (Stage 3).

We aim to resolve as many issues as possible in Stage 1.

Stage 1

Contact the staff member that you were dealing with when the incident that caused you to complain occurred. Please make contact within two weeks (that is, 10 working days) of the incident. If you just want to make us aware of a problem and don't expect a detailed response, please tell us this.

We will acknowledge your complaint within 5 working days. If we can, we will give you a full reply within a month (or 20 working days) of receiving your complaint. If we cannot give a full reply within this period, we will write to tell you that we are considering your complaint.

If we cannot resolve your complaint or if you are not happy with our final reply in Stage 1, you can complain to our Communications Officer. This is dealt with in Stage 2 of this policy.

Stage 2

If you contact the Communications Officer, we see this as you making a formal complaint. Because of this, we ask you to put it in writing. Please complete the NALA Complaints Form, which can be found at the end of this policy. If this is not possible, please contact us and we will do our best to help you (for example, you could meet with our Communications Officer to discuss the issue in person).

You should contact the Communications Officer within 10 working days of receiving the final reply from the staff member contacted in Stage 1. The Communications Officer's contact name is Patrick Gleeson and you can contact him by phone on (01) 412 7900, by email at pgleeson@nala.ie, or in writing. Our postal address is National Adult Literacy Agency, Sandford Lodge, Sandford Close, Ranelagh, Dublin 6. Please include copies of any emails or letters you sent or received about your complaint.

The Communications Officer will acknowledge receiving your complaint within 5 working days. He will then investigate and will aim to give a full reply within 20 working days. If a full reply is not possible, the Communications Officer will write to let you know that NALA is dealing with your complaint. If we are at fault, we will let you know what we are doing to put the matter right so that the issue doesn't arise again.

If you are not happy with the Communications Officer's final reply in Stage 2, you may ask for the matter to be reviewed by the Director of NALA. This is dealt with in Stage 3 of the complaints procedure.

Stage 3

If you are not satisfied with the Communications Officer's response, please contact the Director of NALA within 10 working days of receiving their final reply.

Please put your complaint in writing. If this is not possible, you can make an appointment to meet the Director to discuss your concerns.

Contact the Director at the address above and include a copy of your complaint on the NALA Complaints Form (if possible), as well as any letters or emails sent to or from NALA about the original incident. The Director will acknowledge your letter within 5 working days, where possible.

The Director will investigate your complaint by talking to the staff members you dealt with earlier and may contact you to clarify any points. The Director will raise the issue at the next available meeting of NALA's Executive Committee. The members of the Executive will review the matter and agree a final reply.

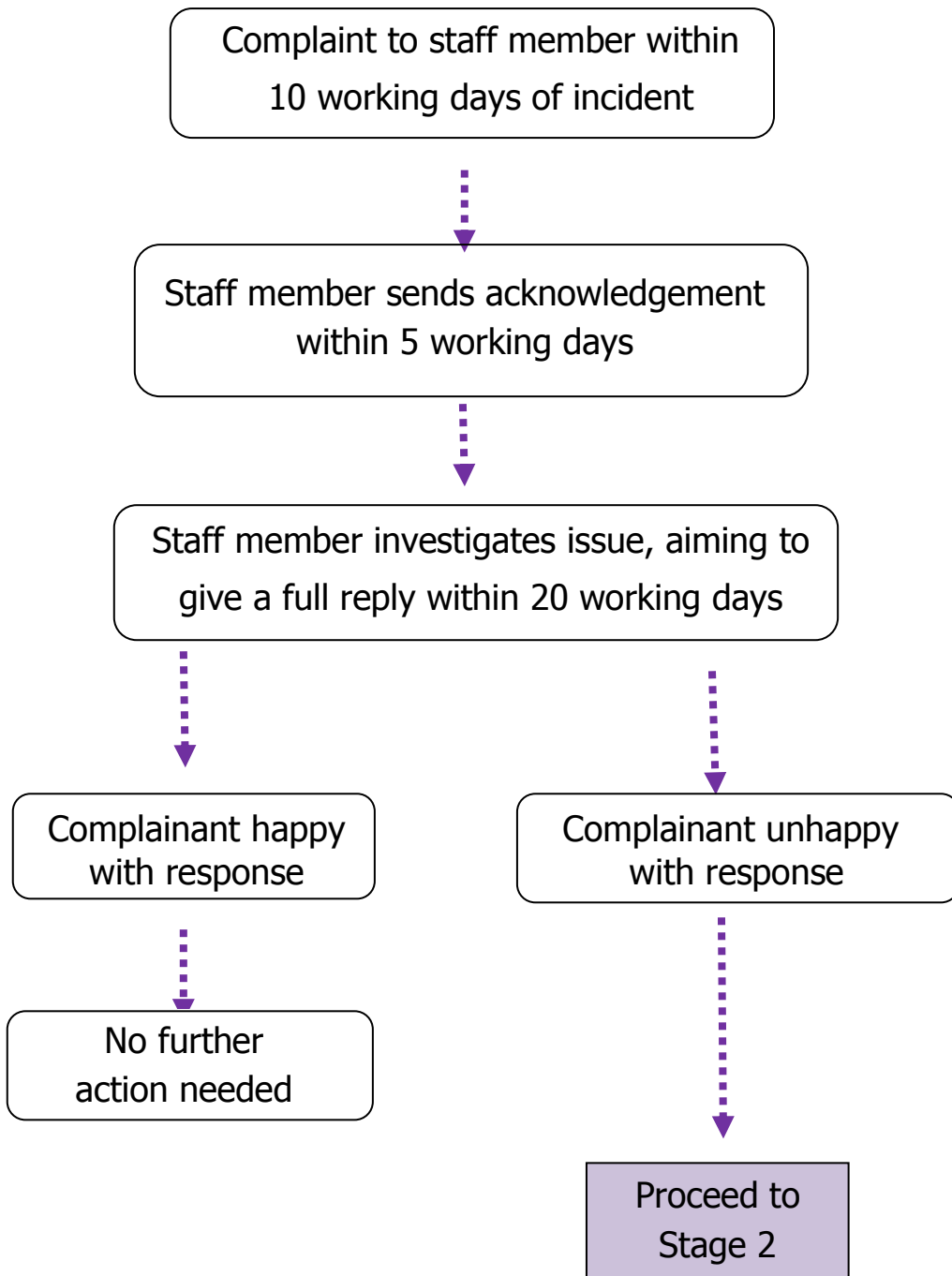
The Director will aim to give you the final reply to your complaint within 10 working days of the Executive Committee meeting.

How we learn from complaints

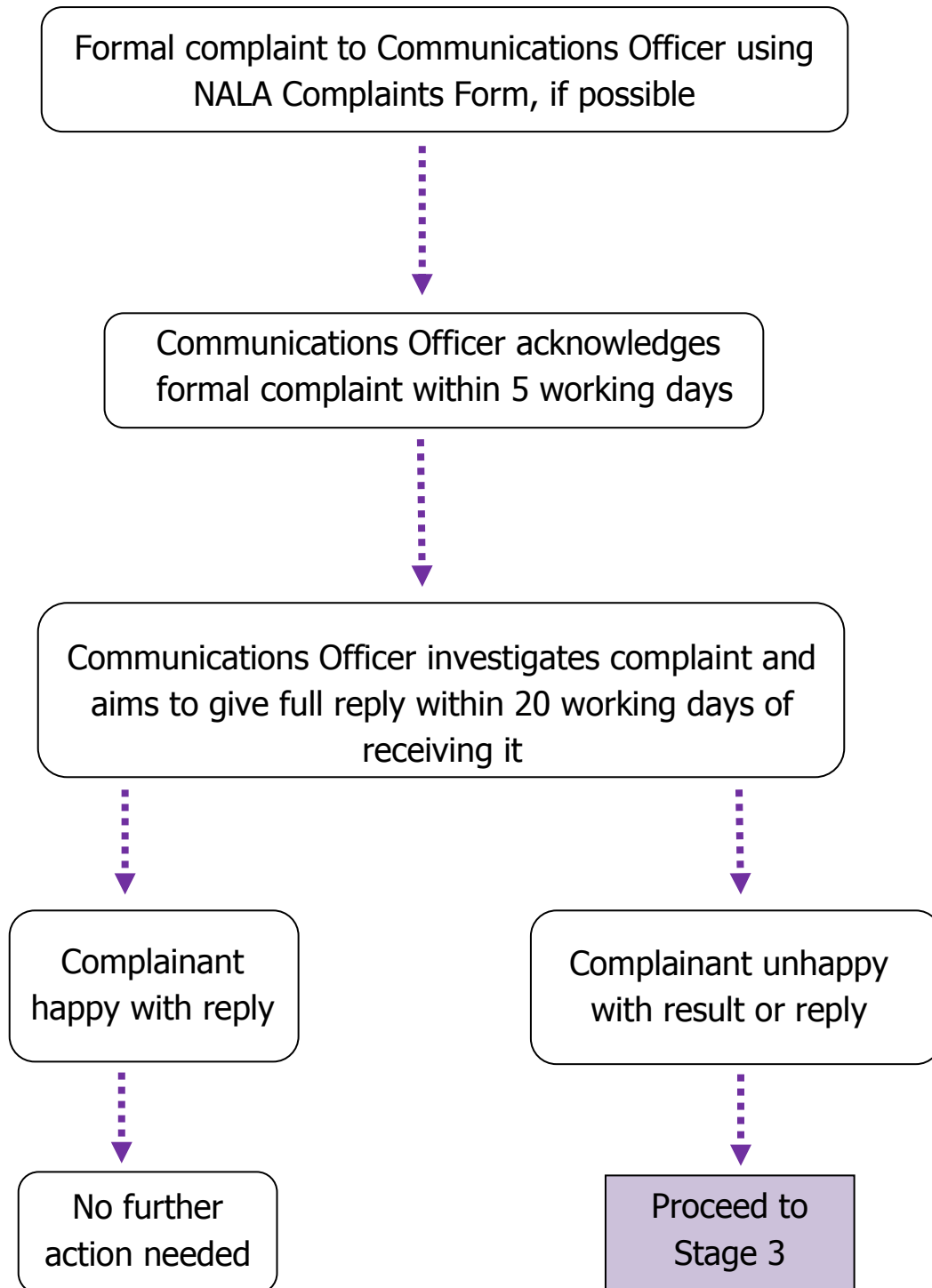
We are committed to learning from complaints, using them to improve our service and monitoring them at management and Executive Committee level.

How this complaints policy works

Stage 1



Stage 2



Stage 3

Request to Director to review complaint within 10 days of Communications Officer's full reply



Director acknowledges request for review within 5 working days



Director discusses complaint with Communications Officer and relevant staff member and raises issue at next available NALA Executive Committee



NALA Executive Committee reviews issue and agrees reply at meeting



Director gives final NALA reply on the matter within 10 working days of meeting

NALA Complaints Form

Please use this form when making a **formal** complaint to NALA's Communications Officer

Your details

Name:

Address:

Phone numbers: daytime _____ mobile _____

Email address:

Your complaint

Please give as much detail as you can about the cause of your complaint, including dates and copies of relevant documents. You can use extra pages if you need to.

Please give the name of the NALA staff member you dealt with and what steps you took – with dates – to resolve the issue with them directly. Again, you can use extra pages if you need to.

Your signature: _____ Date: _____

For further information, please contact:

Communications Officer
National Adult Literacy Agency
Sandford Lodge
Sandford Close
Ranelagh
Dublin 6

Phone: 01 412 7900
Email: info@nala.ie

For NALA use only

Reference number:

Date complaint received: