

# Complaints Policy



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

# Contents

Introduction .....	3
What can I make a complaint about? .....	3
How do I make a complaint? .....	4
Stage 1.....	4
Stage 2.....	4
Stage 3.....	5
How we learn from complaints.....	6
Relevant contact details.....	6
How this complaints policy works .....	7
NALA Complaints Form.....	10
Version Control – For NALA internal use only .....	11

## Introduction

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 ask that you make complaints 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. This policy does not cover complaints about NALA's general activities or services NALA does not provide.

## 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 NALA's Communications Officer (Stage 2).
- If you are still not satisfied, you can ask the Chief Executive Officer (CEO) of NALA to review your complaint (Stage 3).

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

The relevant contact details for making a complaint are listed on page 4.

We explain each of these stages on the following pages.

### 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 you can find on page 8 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 or have a phone call 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 is Aoife Mulhall and you can contact Aoife by phone, email or in writing. 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. They 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 NALA's CEO to review the matter. 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 CEO 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 CEO to discuss your concerns.

Contact the CEO at the address on page 4 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. Where possible, the CEO will acknowledge your letter within 5 working days.

The CEO will investigate your complaint by talking to the staff members you dealt with

earlier and may contact you to clarify any points. They will raise the issue at the next available meeting of NALA's Board of Directors. The members of the Board will review the matter and agree a final reply.

The CEO will aim to give you the final reply to your complaint within 10 working days of the Board 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 Board level.

## Relevant contact details

**Stage 1:** Contact the appropriate NALA staff member directly. If you do not have their contact details you can contact us by email, phone or in writing.

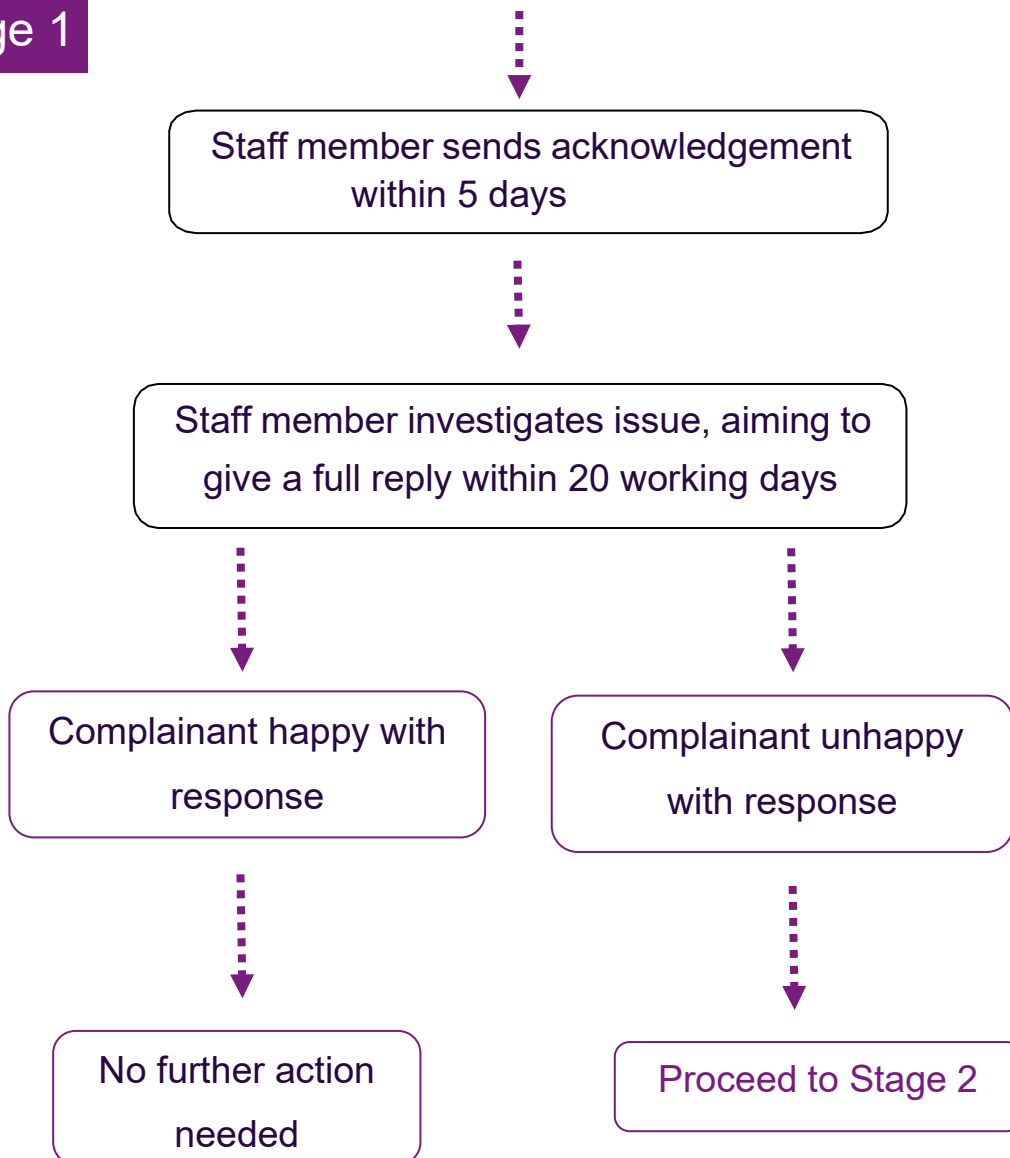
Email: info@nala.ie  
Phone: 01 412 7900  
Address: National Adult Literacy Agency  
Sandford Lodge  
Sandford Close  
Ranelagh  
Dublin 6  
D06 YF65

**Stage 2:** Contact NALA's Communications Officer, Aoife Mulhall, using the Complaint Form and the same contact details listed above.

**Stage 3:** Contact NALA's CEO, Colleen Dube, using the contact details listed above.

## How this complaints policy works

### Stage 1



## Stage 2

Formal complaint to Communications Officer using NALA Complaints Form, if possible



Communications Officer acknowledges formal complaint within 5 working days



Communications Officer investigates complaint and aims to give full reply within 20 working days of receiving it



Complainant happy with response



No further action needed



Complainant unhappy with result or response



Proceed to Stage 3

### Stage 3

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



CEO acknowledges request for review within 5 working days



CEO discusses complaint with Communications Officer and relevant staff member and raises issue at next available NALA Board Meeting



NALA's Board reviews issue and agrees reply at Board meeting



CEO 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):	
Phone numbers (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:	
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Date:	
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## For further information, please contact:

Communications Officer, National Adult Literacy Agency, Sandford Lodge, Sandford Close, Ranelagh, Dublin 6.      Email: [info@nala.ie](mailto:info@nala.ie)      Phone: 01 412 7900

## For NALA use only

Reference number:

Date complaint received:

## Version Control – For NALA internal use only

Version	Approved by Board	Date
1		February 2016
1.1	Yes	26 October 2022
1.2	Yes	29 October 2025

The National Adult Literacy Agency (NALA) is a charity and membership based organisation. We work to support adults with unmet literacy, numeracy and digital literacy needs to take part fully in society and to have access to learning opportunities that meet their needs. NALA does this by raising awareness of the importance of literacy, doing research and sharing good practice. We also provide online learning courses and a tutoring service to adults. We lobby for further investment to improve adult literacy, numeracy and digital literacy skills.

**National Adult Literacy Agency (NALA)**

Sandford Lodge

Sandford Close

Ranelagh, Dublin 6

D06 YF65

**Websites:**

[nala.ie](http://nala.ie)

[learnwithnala.ie](http://learnwithnala.ie)

**Freephone:** 1 800 20 20 65

**Email:** [info@nala.ie](mailto:info@nala.ie)

**Company Registration Number:** 342807

**Registered Charity Number:** 20020965

**CHY (Charity) Number:** 8506



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