

## **Afri Complaints Policy**

**Date: 18<sup>th</sup> September 2018**

### **Our Commitment**

Afri is committed to ensuring that all our communications and dealings with our supporters, the general public, and all who engage with us are of the highest possible standard. We listen and respond to all views and feedback received so that we can continue to improve our services and standards. Afri 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 Afri in writing or by telephone. Your complaint will be dealt with by our Co-ordinator. Contact details are:

*Joe Murray*

*Afri, 134 Phibsborough Road, Phibsborough, Dublin 7 (**Note:** After 15<sup>th</sup> October 2018: Afri, 8 New Cabra Road, Dublin 7)*

*01 8827563*

[admin@afri.ie](mailto:admin@afri.ie)

### **What Happens Next?**

If you submit your complaint in person or over the phone, we will try to resolve the issue there and then. Similarly, if you submit your complaint by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve the issue within 21 days. If this is not possible, we will explain why and give you a new deadline.

Complaints received will be reviewed by the Board as required.

### **What happens if the complaint is not resolved?**

If you are not happy with our response, you are invited to contact the Chairperson of the Board, who will ensure that your appeal is considered at a 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.

### **Your Voice**

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.