



Feedback and Complaints

At Michael's Fan Club we are committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard.

Whether you want to learn more about our work, support our cause, share feedback or make a complaint, please get in touch. We welcome your feedback, both positive and negative.

You can

a) email us at info@michaelsfanclub.ie

b) phone us on +353 87 3917743

c) write to our CEO, Conor Horgan at:

Michael's Fan Club, Unit D1, Terenure Enterprise Centre,
17 Rathfarnham Road, Dublin D6W X921

We learn from your complaints, use them to improve and monitor them at Board level.

You can view our Complaints Handling Policy below.

Complaints Handling

We define a complaint as an expression of dissatisfaction by a member of the public relating to any service we provide. Our goal is to ensure that:

- a) Making a complaint is as easy as possible.
- b) Our complaint handling processes are transparent and easily understood.
- c) We constantly improve and monitor these processes.
- d) We communicate an explanation, apology and remedy where applicable
- e) Complaints, whether by telephone, letter, email or in person, are investigated in a serious, impartial, balanced, swift and polite manner, taking account of all information or evidence.

Making a complaint

Most complaints can be resolved informally. In the first instance, please consider speaking directly with the volunteer/trustee you have been dealing with. If you are uncomfortable with this or believe the relevant volunteer/trustee is unable to address your concerns, you can lodge a complaint with us via any of the following methods:

- a) email us at info@michaelsfanclub.ie
- b) phone us on +353 87 3917743
- c) write to our CEO, Conor Horgan at:

Michael's Fan Club, Unit D1, Terenure Enterprise Centre,
17 Rathfarnham Road, Dublin D6W X921

Information required when making a complaint

When we are investigating a complaint, we will be relying on information provided by the person making the complaint and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- a) Your name and contact details
- b) The nature of the complaint
- c) Details of any steps you have already taken to resolve the complaint
- d) Copies of any documentation which supports the complaint

e) Details of conversations you may have had with a volunteer or trustee that may be relevant to the complaint

How we record a complaint

When taking a complaint, we will record your name and contact details, as well the details of your complaint including the facts and the cause(s) of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

On an ongoing basis, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

Your personal information, recorded solely for the purposes of addressing your complaint, will be protected from disclosure, unless you expressly consent to its disclosure.

Complaints process

If your issue cannot be resolved at the first point of contact, a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within 15 business days.

Once your complaint has been received, we will undertake an initial review of your complaint.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances, we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

While we are committed to resolving your complaint within 25 business days of you lodging your complaint, this may not be possible on every occasion. In such cases, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint. If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our commitment to finalising the complaint within 25 business days. In such circumstances, upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you in writing of our findings and any action we have taken, unless it has been mutually agreed that we can provide it to you verbally. You may contact us about the current status of your complaint at any time.

Further steps

If you are not satisfied with how a complaint is handled by us and would like to contact an external organisation, you may raise a concern with the Charities Regulator of Ireland. Please see contact details here: <https://www.charitiesregulator.ie/en/contact-us>

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