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# Complaints Policy

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Approval date: 5 September 2018

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Revision date:

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## 1. Policy Statement

Children's Books Ireland (CBI) is committed to ensuring that all our communications and dealings with our members, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to your views so that we can continue to improve. CBI 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, events or projects 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.

## 2. What to do if you have a complaint

If you do have a complaint about any aspect of our work, you can contact us in writing or by telephone. In the first instance, your complaint will be responded to by the member of staff you have contacted. If you contact CBI via our [info@childrensbooksireland.ie](mailto:info@childrensbooksireland.ie) email address, you will be contacted by the member of staff responsible for the project to which your complaint is related, or by the Director if your complaint relates to the organisation in general. Please let us know how you would like us to respond, with relevant contact details.

Contact details are:

POST: Children's Books Ireland, First floor, 17 North Great George's Street, Dublin 1, D01 R2F1, Ireland.

Email: [info@childrensbooksireland.ie](mailto:info@childrensbooksireland.ie) or see [www.childrensbooksireland.ie/about-us/our-team/](http://www.childrensbooksireland.ie/about-us/our-team/) for email addresses of each team member

The office is generally staffed from 8.00 am to 5.30 pm Monday – Friday.

## 3. What happens next?

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

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the board of directors annually.

## 4. What happens if the complaint is not resolved?

If you are not happy with our response, you may request that your correspondence be escalated to the Director of CBI. If you are still not satisfied with the outcome, you may request that your complaint be brought to the attention of the Board. The Chair of the Board will respond within two weeks of your complaint being considered by Board members.

## 5. 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.