

Handling Feedback and Complaints

Ruhama is committed to ensuring that all of our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can keep improving.

We welcome both positive and negative feedback and want to ensure that:

- A person can easily make a complaint
- All complaints are taken seriously whether made by phone, letter, email or in person
- A complaint is dealt with quickly and politely
- All complaints are responded to satisfactorily by a member of our team with information on any action taken, an apology or an explanation for a situation that may have occurred
- We use any complaints made to improve our service and monitor complaints via our Board.

If you have feedback or a complaint

If you do have a complaint about any aspect of our work or operations, you can contact our CEO in writing or by telephone.

In the first instance, your complaint will be dealt with by our Chief Executive (or other named office-holder with sufficient seniority to address the complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Address your complaint to:

CEO, Ruhama, 30/31 Camden St Lower, Saint Kevin's, Dublin 2, D02 EC96, Ireland
Telephone: 01 836 0292
Email: admin@ruhama.ie

We are open Monday to Friday, from 9.00 am to 5.00 pm and closed between 1.00 pm and 2.00pm each day. We ask that you let us know if you would like to call in person to ensure the appropriate staff members are available to meet you.

What happens next?

If you make a complaint 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 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 provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you can get in touch with Ruhama's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks after consideration by Board members.

This complaints procedure does not apply to Ruhama's staff or agents.