



UCDVO Feedback and Accountability Policy

Approved by the UCDVO Board on 6th July 2021

Due to be reviewed: July 2024

UCD Volunteers Overseas (UCDVO) is a registered charity based in UCD Global.

UCDVO is accountable to all our stakeholders - including volunteers, local communities, partners, funders, donors, the UCD community and the general public. We are committed to listening to, and learning from, all feedback and complaints. UCDVO welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to submit feedback or make a complaint.
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response.
- We treat complaints seriously whether they are made by telephone, letter, email or in person.
- We deal with complaints quickly and politely and in confidence.
- We respond to feedback and complaints accordingly - for example, with an explanation or an apology when appropriate.
- We learn from the feedback we receive.

UCD Volunteers Overseas, UCD Global, Gerard Manley Hopkins Centre, University College Dublin, Belfield, Dublin 4, Ireland. Registered Charity No. 20055776.
+3531 7168570 / ucdvo.org / info.ucdvo@ucd.ie

If you have feedback or a complaint - Step 1

If you have feedback or a complaint about any aspect of our work, you can contact UCDVO Manager, Hilary Minch, in writing or by phone.

In the first instance, your feedback or complaint will be dealt with by our Manager. Please give us as much information as possible and let us know how you would like us to communicate our response to you, providing relevant contact details.

Write to:

Ms Hilary Minch
UCD Volunteers Overseas
UCD Global
Gerard Manley Hopkins Centre
University College Dublin
Belfield
Dublin 4
Tel: +353 1 7168570
Email: hilary.minch@ucd.ie

What happens to your complaint 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 provide a new deadline.

What if your complaint is not resolved?

If you are not satisfied with the Manager's response, you may get in touch again by writing directly to the Board of UCDVO at board.ucdvo@ucd.ie.

This e-mail will be received in confidence by the Chairperson, Deputy Chairperson and Secretary of the Board. Your correspondence will be considered at board level and you will receive a response within two weeks.

If you have feedback or a complaint - Step 2

Ideally in the first instance you should address your feedback or complaint to the organisation as outlined above in step 1 so that we may respond to you as soon as possible to seek to address the issue.

You may however at any stage give your feedback or make your complaint to the Charities Regulator who oversees charities' compliance with the law and supports best practice in the governance, management and administration of charities.

The Charities Regulator may be contacted by phoning 01 – 6331550, by completing the online form at <https://www.charitiesregulator.ie/en/information-for-the-public/raise-a-concern> or by letter to:

Concerns About Charities
Charities Regulator
3 George's Dock
IFSC
Dublin 1
D01 X5X0