



ECO-UNESCO Complaints Process

Individuals wishing to make a complaint may do so through any of our standard communication channels, specifically:

- Phone on 01 662 5491
- Email to complaints@ecounesco.ie
- Post to ECO-UNESCO, 9 Burgh Quay, Dublin 2, D02 FD85

Where possible, complaints will be addressed immediately. For complaints or issues of a more serious nature, or that require further investigation, they should be forwarded to the Operations Manager and National Director who will decide on the best person to respond.

When contacting us about a complaint, please provide as much relevant information as possible. Please be aware that while the contents of all complaints will be treated with the utmost confidentiality, complaints which fall under a statutory requirement (i.e Child Protection) may require the disclosure of some or all details to a 3rd party (i.e Tusla).

ECO-UNESCO treats every complaint seriously. We will respond to all complaints within 3 working days with an acknowledgement (in all cases) and a response (when the issue has been investigated and acted upon, if necessary).

If you are not happy with our response to a complaint, you may appeal the response by writing to our National Director (by post or email only, appeals cannot be requested via phone unless there is an impairment preventing a request in writing). The National Director will consider your request and respond within 2 weeks with a decision on the matter. This decision shall be final.