

# ECO-UNESCO Complaints Process



ECO-UNESCO treats every complaint seriously. All complaints are treated with the utmost confidentiality, however, complaints which fall under a statutory requirement (e.g. safeguarding) may require the disclosure of some or all details to a third party e.g. Tusla. All complaints are reviewed in a consistent manner and resolved fairly to the complainant's satisfaction as far as this is possible.

The complaints procedure comprises two stages;

## **Stage 1 – Informal Complaint**

A learner can make a complaint informally to any member of staff, who will discuss the issue with the learner and attempt to agree on a solution. Learners should allow the staff member sufficient time to investigate or remedy the issue on the understanding that the staff member will do so as soon as possible.

## **Stage 2 – Formal Complaint**

If the complaint is not resolved informally to the satisfaction of the learner, or if the learner feels that they cannot make an informal complaint, the learner can make a formal complaint by following the procedure below.

The learner submits details of the complaint in writing using the *Learner Complaints Form* within *ten working days* of initial contact or the issue arising providing as much relevant information as possible.



The Operations Manager acknowledges receipt of the complaint within three working days and outlines the course of action to be taken in an email to the complainant



A staff member appointed by the Operations Manager investigates the complaint. This may take different forms depending on the nature of the complaint.



The Operations Manager notifies the complainant in writing of the outcome when the investigation is complete.  
*We aim to complete this process within 30 days of receipt of the complaint where possible. If the investigation takes more than 30 days, the Operations Manager contacts the complainant to explain*



If the complainant is not satisfied with the outcome, they can ask for a final review to be carried out. This request must be submitted in writing to the National Director within ten working days.



The National Director appoints an external member of the Education and Training Committee to review the complaint and outcome within two weeks



The National Director conveys the outcome of this review in writing to the complainant. The decision from this review is final.