

DENTAL HEALTH FOUNDATION

Complaints Policy

Dental Health Foundation is committed to ensuring that all our communications and dealings with the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. Dental Health Foundation 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 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.

The Dental Health Foundations Response to a Complaint?

All complaints about any aspect of our work are fielded through Dental Health Foundation in writing or by telephone. In the first instance, the complaint will be dealt with by our Administrator.

Office hours 9.00 am to 5.30 pm Monday – Friday.

What Happens Next?

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

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

What happens if the complaint is not resolved?

Unresolved complaints are encouraged to get in touch again by writing to Dental Health Foundation's Chief Executive Officer. If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the Board who will ensure the appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members.

Acting on Results

Dental Health Foundation do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your Voice

We value all feedback from those who engage with us.

What to do

If you do have a complaint, comment or question concerning our work, you can contact The Dental Health Foundation in writing or by email.

Write to; Dental Health Foundation, P.O Boc 12343, Dublin 18.

Email; info@dentalhealth.ie

DENTAL HEALTH FOUNDATION – COMPLAINTS REGISTER						
Date	Complainant's name and Organisation	Contact No.	Email/addresses	Nature/details of complaint	Comments and follow-up action (Include name of employee responsible for follow-up)	Feedback from complainant Status/Date finalised