

## **Handling Feedback and Complaints**

Migrant Rights Centre Ireland is committed to ensuring that all 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 continue to improve our service, advocacy and community work.

Migrant Rights Centre Ireland welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint - any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken where relevant etc;
- we learn from complaints and use them to improve and monitor them with our Board

### **If you have feedback or a complaint**

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

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.

Write to:

Hilary Royston  
Deputy Director  
13 Lower Dorset Street  
Dublin 1  
D01Y893  
Telephone: 01 8897570  
Email: [hilary@mrci.ie](mailto:hilary@mrci.ie)

### **What happens 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 we will 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 may get in touch again by writing to the Migrant Rights Centre Ireland Director. He will review your complaint and respond within two weeks. Therefore, we aim to ensure that:

- it is as easy as possible to make a complaint;

- we treat as a complaint - any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken where relevant etc;
- we learn from complaints and use them to improve and monitor them with our Board.

Write to:

Neil Bruton  
Director  
13 Lower Dorset Street  
Dublin 1  
D01Y893  
Telephone: 01 8897570  
Email: [neil@mrci.ie](mailto:neil@mrci.ie)