



HOLOCAUST EDUCATION IRELAND (HEI) FEEDBACK AND COMPLAINTS POLICY

Holocaust Education Ireland (HEI) is committed to maintaining a reputation as a respectful, honest and open organisation, and aims to continue to achieve the highest standards in all its practices.

HEI welcomes feedback (both positive and negative) to continue to improve in this regard.

HEI makes sure that it's as easy as possible to give feedback or make a complaint, and that all feedback and complaints are:

- treated seriously
- dealt with quickly and politely
- responded to appropriately and respectfully
- used to make improvements

Giving feedback

If you have any feedback, whether positive or negative, about any aspect of HEI's work or the conduct of our staff or volunteers, you can contact HEI by email, post, telephone or in person using the contact details set out below:

Holocaust Education Ireland
Clifton House
Fitzwilliam Street Lower,
Dublin 2, Ireland D02 XT91

Telephone: (353) 1 669 0593

Email: info@holocausteducationireland.org

If we cannot respond to you immediately, we undertake to do so within **7 days**.

Feedback will be brought to the attention of the appropriate individual and, where appropriate, their manager.

Where the feedback is negative, every effort will be made to address the concerns raised in a fair and objective manner. You will be advised of the outcome of this process **within 21 days**.



Making a formal complaint

If you wish to make a formal complaint, you may do so by posting or emailing a written complaint to the contact details below. It is important you include as much detail as possible (including any evidence if possible) so that HEI has enough information to investigate your complaint.

The written complaint should be returned to:

Holocaust Education Ireland
Clifton House
Fitzwilliam Street Lower,
Dublin 2, Ireland D02 XT91

Email: info@holocausteducationireland.org

Upon receipt of the written complaint, HEI will forward it to the most appropriate person who will respond within a period of **7 days** and endeavour to resolve the issue within **21 days**.

If we cannot resolve your complaint within 21 days, we will explain why and provide a new deadline.