



NORTHSTAR

Family Support Project

Complaints Policy

Date of Approval	July 2026
Name of Chairperson/Authorised Officer	Joy Slattery
Review Date	July 2029

Our Commitment

We are committed to providing a quality service. If you have used our service and are dissatisfied with any part of it, we want to hear from you so we can put things right and improve. We confirm that

- Your complaint will be treated confidentially
- You will not be treated unfairly for raising a concern
- We will use feedback to improve our services

Who Can Complain

Anyone who uses our services, or someone acting on their behalf, such as a family member or advocate, can make a complaint.

What You Can Complain About

- The quality or outcome of the support you received
- How staff, volunteers or people who use our services engaged with you
- Communication delays or lack of response
- How we handled your personal information
- Any other aspect of our service that left you dissatisfied

How to Make a Complaint

Informal Resolution

In the first instance, raise your concern directly with the person involved where you feel comfortable to do so. You can also speak to the Coordinator about it. Many issues can be resolved quickly through conversation.

Or

Formal Complaint

If the matter is not resolved informally, you can put your complaint in writing. A written complaint must include:

- Your name and contact details
- A clear description of what happened and when
- Any relevant documents or correspondence
- What you hope to achieve by making a complaint

The Complaint Form is available at the end of this document (Appendix 1) and as a standalone document on our website <https://www.northstarproject.ie/>

If you prefer, you can ask a member of staff to provide you with a copy.

You can send your complaint:

By email to info@northstarproject.ie In the subject line of your email, please state that it is For the Attention of the Coordinator.

By post to the Coordinator, Northstar Family Support Project, 28 John Street, Limerick, V94 K5N5

Complaints should be made within **two months** of the incident.

What Happens Next

- We acknowledge your complaint **within 10 working days** of receiving it.
- The Coordinator reviews the issue and gathers information relevant to the complaint
- The Coordinator writes to you with our findings and any proposed action
- If your complaint is about the Coordinator, please contact the Chair of the Board.

Response

We aim to address your complaint and respond to it **no later than two months** after receiving it. If we need more time, we will let you know why and when you can expect a final response.

If You Remain Dissatisfied

Internal Escalation

Write to or email the **Chair of the Board** explaining why you feel the complaint has not been resolved. They will review the case and respond within **28 working days**.

Use the postal or email address previously mentioned and mark it For the Attention of the Chair of the Board

This is the final stage of our internal process.

External Complaint

If you remain dissatisfied at the end of our internal Complaints Process, you can contact the Charities Regulator to express a concern <https://www.charitiesregulator.ie>

Appendix 1



Complaints Form

If you want someone to contact you about your complaint, please provide us with your contact details by completing the relevant section(s) below.

Name

Address

Phone Number

Email Address

What is the nature of your complaint? Tell us what happened.

When did it happen?

Who was involved?

Were there any witnesses? If yes, please name them.

Any additional information?

Thank you for taking the time to let us know of your experience. We will contact you using the details you provided as per our Privacy Statement.

