

COMPLAINTS

A complaint or grievance could be made by any one of a number of people/companies:

1. Beneficiary.
2. IGBF Staff and/or volunteer committee member.
3. Service provider, e.g. Hotel Solutions
4. Supporter of one of our events.

The following is a brief guide to the action that should be taken:

1. Ensure that full details of the person or company is noted, along with telephone number and e-mail address. Form to be completed at this stage and kept on file by the Executive Secretary. The National Executive should regularly review the number of complaints so that any corrective actions required can be decided and implemented.
2. Immediately advise the Chairperson and also the Welfare Committee if it relates to welfare.
3. Most problems or grievances can be resolved through discussion and this should be the first step to resolving the situation.
4. If this fails, then a more formal route should be taken and the Trustees made aware.
5. All complaints should be handled speedily and resolved within a four week window

Procedure to follow when a complaint is not resolved by discussion:

1. If not already in writing, request that the complainant puts into writing the grievance.
2. Once the letter is received, the Chairperson should decide who should respond.
3. If the grievance relates to the Chairperson then the matter should be referred to the Trustees to decide who responds.
4. If the matter is still unresolved, the matter to be referred to the Trustees for advice.

SAFEGUARDING POLICY

Date of issue	May 2020
Review date	January 2024
Responsibility	Welfare Committee

1 Introduction

- 1.1 This policy's primary purpose is to enable IGBF to demonstrate its commitment to keeping safe the vulnerable adults with whom we work. It also demonstrates a commitment to respond appropriately to any issue of child safeguarding within our beneficiary community.
- 1.2 IGBF acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

2 Policy Statement

2.1 IGBF aims to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- To ensure that any allegations of abuse or suspicions are dealt with appropriately.
- Provide any required training for officers and staff who conduct home visits or manage volunteers.

3 Risk management

- 3.1 There are legal restrictions in safeguarding legislation on who can be involved in working with children and vulnerable adults. Details of relevant work or activities defined by this legislation are outlined in part 1 and 2 of Schedule 1 of the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016.

<http://www.irishstatutebook.ie/eli/2012/act/47/enacted/en/print#sched1-part2>

For staff who visit our beneficiaries we choose to ensure a Garda background check is conducted.

Based on the nature of our work and the criteria for grant awards to beneficiaries our risk analysis is focused on vulnerable adults.

4 Data protection and information sharing protocols

- 4.1 This policy is linked to the IGBF Data Protection policy.

5 Designated Named Person

5.1 IGBF has appointed an individual who is responsible for dealing with any Safeguarding Adults concerns.

The Designated Named Person for Safeguarding Adults within IGBF is:

Designated Named Person – Conor Kilduff (Trustee)

Deputy Designated Named Person – Leonard Hegarty (Chairperson)

Should either of these named people be unavailable then contact Adult/Children Social Service directly.