

# Irish Architecture Foundation

## Feedback & Complaints Policy

Irish Architecture Foundation  
15 Bachelors Walk, Dublin 1, Ireland  
+353 1 874 7200  
[info@architecturefoundation.ie](mailto:info@architecturefoundation.ie) | [www.architecturefoundation.ie](http://www.architecturefoundation.ie)  
Charity number: CHY 18069 | Company number 417033

Date: March 2018  
Version: 1

Irish Architecture Foundation is committed to ensuring that all our communications and dealings with the general public, our members, our partners and our funders are of the highest possible standard. We listen and respond to the views of the general public, our members, our partners and our funders so that we can continue to improve.

Irish Architecture Foundation 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 etc;
- we learn from complaints, use them to improve, and our Board monitors them.

### **What to do if you have feedback**

If you do have a complaint about any aspect of our work, you can contact Síle Stewart, Acting Director, in writing, in person 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:

Síle Stewart

Acting Director

Irish Architecture Foundation

15 Bachelors Walk

Dublin 1

Tel: +353 1 874 7200

Email: [sile@architecturefoundation.ie](mailto:sile@architecturefoundation.ie)

We are open 5 days a week from 9.30 am to 6pm.

### **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 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 Irish Architecture Foundation's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.