


Policy

Title: Complaints Policy

Document No.	Version	Status	Effective Date
POL-06	03	APPROVED	10/02/2026

Document Approvals

Approver	Print Name	Signature	Date
	Fran Crowell		10/02/2026

1.0 Objective

The purpose of this complaints policy is to provide guidance for any person who wishes to make a complaint to or about Remember Us.

2.0 Scope

The scope of the document applies to any person wishing to complain to Remember Us.

3.0 Responsibilities

It is the responsibility of Remember Us to have a policy in place to provide guidance for any person who wishes to make a complaint to or about Remember Us.

4.0 Policy

Remember Us undertakes to ensure all complaints are taken seriously and dealt with fairly, impartially, and confidentially. We will endeavour to resolve complaints quickly and informally through discussion with parents/guardians/carers, volunteers, staff members as appropriate.

DEFINITION OF A COMPLAINT

A complaint is an expression of dissatisfaction by one or more people about Remember Us' action or lack of action, or about the standard of service provided by Remember Us.

Complaints can be made by parents/guardians/carers, members, volunteers, and other advocates on behalf of children/vulnerable adults.

HOW TO MAKE A COMPLAINT

If you wish to make a complaint, please make contact with Remember Us as follows:

Email	hello@rememberus.ie
In Writing:	Remember Us General Manager, Unit 5 Balbriggan Retail Park Balbriggan Co. Dublin K32 K002

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- Receipt of your complaint will be acknowledged within 5 working days.
- Your complaint will be investigated as swiftly as possible and, where applicable, you will receive a regular written update on the progress of the investigation.
- Remember Us aims to resolve any complaint within 30 days of receipt. If the complaint cannot be resolved within 30 days, Remember Us will write to you with notification of the timeframe for the conclusion of the investigation.
- Within five days of the conclusion of the investigation of the complaint Remember Us will issue a letter detailing the outcome of the investigation.
- If at any time you are unsatisfied with the handling of your complaint you have a right to appeal to the Chairperson of the Board of Directors.
- Complaints will be recorded in a Complaints Log and will include: Date, Name of Complainant, Details of the complaint, Actions taken, Date Resolved and any other relevant notes.

Child Protection Reporting:

Please note that any Child Protection issues, or queries must be communicated to the Remember Us Designated Liaison Person (DLP) as mandated by the Children First Act 2015.

Our Designated Liaison Person is **Karen Cashell** who can be contacted in writing at:

Remember Us,
Unit 5
Balbriggan Retail Park
Balbriggan
Co. Dublin
K32 K002

If you have an urgent matter concerning Child Protection, our Designated Liaison Person can be reached at **087 9640515**, or our office can be contacted at **086 0457003** in an emergency.

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5.0 References

Complaints_Log_V01_01-2026

Complaints Log

Ref No.	Date Received	Name	Complaint	Actions Taken	Date Closed	Status	Notes

6.0 Revisions

Version Number	Description of Revision
01	First issuance of Policy for Leave
02	Review and update of format
03	<ul style="list-style-type: none"> Updating of DLP and contact details Inclusion of Complaints Log Full review and update by Emer Burke and Karen Morris (01-2026)