Dyslexia Ireland

POLICY COVERSHEET

Name of Policy and Version:	**Complaints Policy & Procedure v5.0**
Policy Status:	New Policy ☐ Revision of Existing Policy [X]
Approval for this policy given by:	Dyslexia Ireland Board
Date of Approval:	This version of the policy was approved on 11.12.2025
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Contributors	Governance & Risk Review Group
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Our Commitment to You

Dyslexia Ireland is committed to ensuring that all our communications and dealings with our members, the public, our supporters, and all who engage with us are of the highest possible standard. We listen and respond to the content of these engagements so that we can continue to improve. Dyslexia Ireland welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- where the need arises, 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 every complaint seriously, whether made by telephone, letter, email or in person.
- we deal with any complaint promptly.
- we learn from complaints, use them to improve, and monitor them at Board level until they are concluded.

What to do if you have a Complaint?

If you do have a complaint about any aspect of our work, you can contact Dyslexia Ireland in writing or by telephone. In the first instance, your complaint will be dealt with by the manager of the service in question. It is important that you please let us know how you would like us to respond to you, with relevant contact details. Dyslexia Ireland contact details are:

Dyslexia Ireland,
Office Suite, Block B, 107-110 The Windmill,
Windmill Lane,
Dublin 2,
D02E170.
Tel. 01 8776001 E-Mail: info@dyslexia.ie

We are open from 9.00 am to 5.00 pm Monday – Friday.

What Happens Next?

If your complaint is made in person, or by phone, we will try to resolve the issue there and then. Similarly, if your complaint is by email or in writing we will always acknowledge your complaint within 7 working days and do everything we can to resolve it within 21 working days. If this is not possible, we will explain why and give an updated timeline.

All complaints will be logged in our 'Complaints Register' and tracked until they are concluded. The Complaints Register is reviewed by the Board of Directors annually.

What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Dyslexia Ireland's Chief Executive Officer. If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the board who will ensure that your appeal is considered at Board level. They will aim to respond within six weeks, where possible.

Acting on Results
We will do everything we can to resolve identified issues and will review and amend our procedures where necessary.

Your Voice
We hope you agree that we provide a good quality service. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This process for lodging complaints does not apply to Dyslexia Ireland's staff or volunteers, who have a separate policy for lodging any complaints via the Grievance procedure.

DYSLEXIA IRELAND – COMPLAINTS REGISTER						
Date	**Complainant's name and Organisation**	**Contact No.**	**Email/address**	**Nature/details of complaint**	**Comments and follow-up action (Include name of employee responsible for follow-up)**	**Feedback from complainant Status/Date finalised**