



Cumann Síceolaithe Éireann

The Psychological Society of Ireland Complaints Policy

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Complaints Policy – Submitting a complaint about the Psychological Society of Ireland

This complaints policy is for complaints relating to services provided by the Society only.

Our Commitment

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

- It is as easy as possible to make a complaint where the need arises;
- We treat every complaint seriously, whether made by telephone, letter, email, or in person;
- We deal with complaints as quickly as is reasonably possible;
- We respond accordingly – for example with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
- We learn from complaints, use them to improve, and monitor them at the Board level.

What to do if you have a complaint?

If you do have a complaint about any aspect of our work, you can contact The Psychological Society of Ireland in writing or by telephone. In the first instance, your complaint will be dealt with by the Office Manager.

Office Manager,
The Psychological Society of Ireland
Digital Office Centre Camden
12, Camden Row
Saint Kevin's
Dublin 8
D08 R9CN

Phone: +353 (0)1 472 0105

Email: officemanager@psychologicalsociety.ie

Please provide us with your preferred contact details for dealing with your complaint.

The phone lines are open from 11 am - 1 pm and 2 pm – 4 pm.

What happens next?

If you complain over the phone, we will try to resolve the issue directly. Similarly, if you complain by email or in writing we will acknowledge your complaint within 7 days and do everything we can to resolve it in 21 days. If this is not possible, you will be given a reason why and a new deadline.

All complaints will be logged in our “complaints register” and tracked until they are resolved. The complaints register is reviewed by the board of directors quarterly.

What happens if the complaint is not resolved?

If you are not happy with our response, you may contact The Psychological Society of Ireland's Office Manager and ask them to escalate the complaint to the CEO. S/he will respond in a timely manner. If you are still not satisfied with the outcome, you are invited to escalate the complaint to the President who will ensure your complaint is considered at Board level at the next scheduled Council Meeting. S/he will respond in a timely manner after the next scheduled board meeting has taken place.

Acting on Results

We will do everything we can to put things and will review our procedures where necessary to stop problems from happening again.

Your voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback. We also would like to hear from you about the things we can improve on.

This process for lodging complaints does not apply to The Psychological Society of Ireland's staff or volunteers, who have a separate policy for lodging complaints.