

Complaints

Vita is committed to ensuring that all our communications and interactions with the public, programme participants, stakeholders, and our supporters are to the highest possible standard. The views of the public, programme participants and our supporters help us to ensure that we continue to improve our services and response.

Vita welcomes both positive and negative feedback. We treat as a complaint any clear expression of dissatisfaction where it is claimed that our activities have not accorded with fair or sound administrative practice and have adversely affected the person by whom, or on whose behalf, the complaint is made.

Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint.
- 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 when we have made an error, and information on any action taken, or corrective/remedial action and support to affected parties.
- We learn from complaints, use them to improve, and monitor them at an executive and Board level.

In the first instance, your complaint will be dealt with by a **focal point staff member**. 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.

Please write to:

Vita Office Focal Person
Vita Equity House,
19-17 Upper Ormond Quay,
Dublin 7

Email: complaints@vita.ie
Tel: +353 1 873 4303

Our complaints procedure

If you complain in person, or over the phone, we will try to resolve the issue there and then if possible.

Similarly, if you complain by email, or in writing, we will always acknowledge your complaint within seven 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.

If you are not happy with our response, you may get in touch again by writing to Vita's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of the appeal having been considered by Board members.