Complaints Procedure

If you have a complaint about any aspect of our work, please feel free to contact our Team as follows:

By email: info@OperationSmile.ie
Please address the email to **Marketing & Communications Manager** in the body of your email, with the subject line title 'Complaint'.

By telephone: 1800 849 061 **Customer Support** or +353-1-6315228 (Mondays)

Postal address: Operation Smile Ireland, Freepost, 31 Pembroke Road, Dublin 4 (D04 V9N9), Ireland.

Staff Working Hours: Mon to Thurs 09:00 to 17:00 and Fridays 09:00 to 16:00.

In the first instance, your complaint will be received by our Marketing & Communications Officer. Please provide as much information as possible and let us know how you would like us to respond to you by providing relevant contact details, and full details of your complaint.

Stage 1: What happens next?

If you complain in person or over the telephone, we will try to resolve the issue there and then, where possible. If you complain by email or in writing, we will always acknowledge your complaint within 10 working days and will do everything we can to resolve it within 21 working days. If this is not possible, we will explain why and provide a new deadline.

Stage 2: What if the complaint is not resolved?

If you are dissatisfied with our response, you may contact our **CEO** in writing who will acknowledge your complaint within 10 days. The email address is available from info@OperationSmile.ie The CEO will ensure that your appeal is considered at management level and will respond in writing within 21 working days.

Stage 3: What if the complaint is still not resolved?

If you are not satisfied with the Management response, then you can contact the Chairperson of the Board in writing who will ensure your appeal is considered at Board level and will respond within 21 working days. The email address for the **Chairperson** is available from info@OperationSmile.ie

Stage 4: If you are unhappy following Stage 1, 2, & 3, what can you do?

If you are not satisfied with the responses you have received, then you may contact the Charities Regulator who can advise on next steps, if any. Concerns which can be raised, and how you may raise them, are listed for your benefit at this location: https://www.charitiesregulator.ie/en/information-for-the-public/raise-a-concern