

<b>Policy</b>	<b>GUF Communications + Complaints Policy</b>
<b>Version</b>	<b>1</b>
<b>Prepared By</b>	<b>Company Secretary</b>
<b>Reviewed By</b>	<b>Board</b>
<b>Approved by Board</b>	<b>11 December 2020</b>

## **Communications Policy**

### **Introduction**

Galway University Foundation is committed to communicating with its stakeholders including donors, graduates of NUI Galway, NUI Galway staff and the wider public to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve. In recognition of the Foundation's role in supporting the mission and objectives of NUI Galway, the Foundation shall cooperate with the University in respect of its communications, subject to regulatory requirements.

### **Roles and Responsibilities**

#### **Company Secretary**

The Company Secretary shall cooperate with the Vice President: Engagement, NUI Galway in respect of all Foundation communications. The Secretary shall promptly notify the Board of any communications relevant to the Board.

#### **Board**

Board members shall approve any changes to the Communications Policy. Individual Board members shall liaise with the Board Chair in respect of any requests to issue comment in respect of Galway University Foundation, subject to regulatory requirements. Board members shall also monitor any complaints received by the Board Chair.

#### **Board Chair**

The Board Chair shall liaise with the Company Secretary and the Vice President: Engagement, NUI Galway in respect of any requests to issue comment in respect of Galway University Foundation, subject to regulatory requirements. The Board Chair shall notify the Board of any complaints brought to his / her attention.

#### **Audience**

In cooperation with NUI Galway, Galway University Foundation will communicate with its stakeholders as follows:

- Donors to Galway University Foundation
- NUI Galway graduates
- NUI Galway staff
- The wider public

#### **Communication Objectives**

In cooperation with NUI Galway, the Foundation will seek to keep its stakeholders informed of the relevant matters including:

- The mission and objectives of NUI Galway and the role of the Foundation in supporting these;
- The activities of the Foundation;
- The Foundation's achievements including its financial outcomes as recorded in its financial statements;

- Receipt of feedback including complaints;
- Responding to complaints received.

### **Feedback and Complaints**

Galway University Foundation welcomes both positive and negative feedback. Therefore we aim to ensure that:

- 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 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 where we have got things wrong, and information on any action taken etc;
- We learn from complaints, use them to improve, and monitor them at our Board.

### **Feedback Process**

If you do have a complaint about any aspect of our work, you can contact Donal Cahalane in writing or by telephone.

In the first instance, your complaint will be dealt with by the Company Secretary. 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.

Donal Cahalane, Company Secretary, Gate Lodge, NUI Galway.

Tel: 091 493880 / Email: [foundation@nuigalway.ie](mailto:foundation@nuigalway.ie)

### **What happens next?**

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 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 the Board Chair, Galway University Foundation. The Board Chair will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

### **Charities Regulator**

Ideally in the first instance you should address your complaint to the Foundation as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversee charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.

If you wish to contact them regarding a concern, you must complete their online concerns form at <https://portal.charitiesregulator.ie/concerns>.

### **Amendments**

Changes to this Policy shall be subject to approval by the Board.