

IEBA Complaints Procedure

Purpose

The Irish Electrical Benevolent Association (IEBA) welcomes feedback and complaints as these serve as opportunities to identify areas for improvement. IEBA is committed to a fair, transparent and positive resolution to all complaints.

Responsible

To ensure a fair, transparent and positive resolution the Chairperson will take personal responsibility to oversee the investigation and any associated corrective actions. Should a conflict of interest arise, an alternative Bord member is appointed as Lead.

Process

1. Complaints can be notified to IEBA by phone call, email or letter using the IEBA contact details on the website. The email of the IEBA Secretary is aidan.hayes@irisheba.ie.
2. Once a complaint is received by IEBA, the Chairperson is notified immediately.
3. The Chairperson will acknowledge receipt of the complaint to the complainant within one week.
4. The Chairperson will convene an IEBA working group to investigate the complaint. Any associated corrective actions are also identified.
5. The Board will be notified of the complaint and kept informed about the status of the investigation and implementation of corrective actions.
6. Once the investigation is complete the outcome is shared with the Board and the associated corrective actions are approved.
7. The Chairperson will communicate with the complainant to update them on the investigation outcome.

Review

All complaints and associated investigations will be reviewed at the AGM.