Policy for Feedback and Complaints

Sophia Housing have put in place procedures to enable interested parties to notify the organisation of their wishes, comments and complaints. These procedures include systems to ensure that all feedback (including especially any complaints) are responded to and addressed within a specified timeframe. Public or donor queries or complaints should, in the first instance, be brought to the attention of the Head of Finance and Governance of Sophia Housing. Where the response does not satisfy the complainant, s/he will have clear information about the next level of the complaints procedure. All matters of suspected illegality should be addressed immediately to An Garda Siochána, and/or the Charities Regulator.

Handling Feedback and Complaints

Sophia Housing is committed to ensuring that all our communications and dealings with the public and our supporters are of the highest possible standard. We listen and respond to the views of the public and our supporters so that we can continue to improve. Sophia Housing 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, fax, 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.

What to do if you have feedback

If you do have a complaint about any aspect of our work, you can contact our Head of Finance and Governance in writing or by telephone. In the first instance, your complaint will be dealt with by the Head of Finance and Governance. 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.

Write to:

The Head of Finance and Governance

Sophia Housing
25 Cork Street
Dublin 8

Tel: +353 1 473 8300
Email: info@sophia.ie

What happens next?

If you make a complaint in person or over the phone, we will try to resolve the issue there and then. Similarly, if you make a complaint by email or in writing we will always acknowledge receipt of 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.

What if the complaint is not resolved?

If you are not satisfied by our response to your complaint, you may raise this by writing to the Chief Executive Officer of Sophia Housing at the same postal and email address above. The CEO will also try to resolve the issue, and if necessary, will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two

Charities Regulator

Ideally in the first instance you should address your complaint to Sophia Housing 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 the online concerns form.

Date: December 2025

Directors: Michael McCarthy (Chairperson),
Pauline Byrne, Michael Lee, Fintan Fanning, Frances Crowe PBVM, Dr Ashling Jackson
Company Secretary: Michael Lee
Patron: Jean Quinn D.W
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