



Hygiene Hub

Hygiene Hub Feedback and Complaints Procedure

Introduction

Hygiene Hub Company Limited by Guarantee (“Hygiene Hub”) is a grass-roots, people-powered charity working to end hygiene poverty across Ireland by freely providing hygiene, personal care and household cleaning items to those who need them. We are compassionate, collaborative and rooted in community. We believe that being clean is a right, not a privilege and yet many in Ireland cannot afford the everyday essential hygiene items most of us take for granted. We are a network of supporters, volunteers and partners working towards a simple mission: to tackle hygiene poverty across Ireland.

Purpose

The purpose of this policy is to set out the procedures for giving feedback or filing a complaint with the organisation.

Scope

This policy applies to all volunteers, employees and trustees of Hygiene Hub, as well as members of the public who interact with Hygiene Hub or its services.

Hygiene Hub is committed 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.

Hygiene Hub 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 us in writing or by telephone. In the first instance, your complaint will be dealt with by our Head of Finance and Operations. 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:

Head of Finance and Operations, Hygiene Hub, 30 Merrion Square North, Dublin 2, D02 VE40

Tel: +353 83 314 3844

Email: sorcha.killian@hygienehub.ie

We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00pm each day.

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.

What to do if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Chair of Hygiene Hub's Board at the address below.

Write to:

Gráinne Madden, Chair of Board, Hygiene Hub, 30 Merrion Square North, Dublin 2, D02 VE40

The Chair will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Ideally in the first instance you should address your complaint to Hygiene Hub, as outlined above. You may however at any stage make your complaint to the Charities Regulator.

Revision history and next review

Policy Document:	Feedback and Complaints Procedure
Version:	1
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Signed:**Chair of the Board**