



FEEDBACK AND COMPLAINTS POLICY

Document Creation and Review History			
Date:	Reviewed by:	Documented amended:	Next day for review
June 2014	1st Draft Created by Anna McCarthy	Created and adopted by the board as part of the Fundraising Principles	July 2015
August 2019	Anna McCarthy	Updated according to new guidelines	August 2020
June 2020	Helene Hugel	Updated to be Governance Code Compliant	June 2022
March 23, 2021	Board	Approved by the board March 23, 2021	March 2023

Mission Statement

“Helium Arts empowers children living with illness through their creativity and the arts, inspiring those who care for them and supporting creative healthy environments, while creating opportunities for artistic ambition and excellence”.

Vision

All children living with illness in Ireland are connected to their creative powers so they can live life to the full.

Helium is committed to upholding our vision and living by our mission statement above, ensuring that all our communications and dealings with the public and our supporters are of the highest possible standard. We listen and respond to your views so that we can continue to improve our service.

If, however, you have feedback or a complaint

We believe that it is important to hear both positive and negative feedback to ensure that we are upholding best practice in **all** areas of our work. If you would like to provide feedback, or issue a complaint please contact us by telephone or email, providing us with return contact details.

Your comment will reach Helene Hugel, Helium's CEO and Artistic Director, who will respond within five working days.

Email: helene@helium.ie
Telephone: +353 44 93 96 960

What happens next?

If your correspondence is in person or over the phone, we will try to resolve the issue there and then. Similarly, if you correspond by email or in writing we will always send an acknowledgement within seven days, and do everything we can to resolve any issue within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the issue is not resolved?

You may also get in touch again by writing to the Chair of Helium's Board of Directors. The Chair will ensure that your appeal is considered at board level and will respond within two weeks of consideration by board members.

Chairperson,
Helium Arts
22 Pearse St.,
Mullingar
Co. Westmeath N91 VYP0

