



# **Wexford Ancestry CLG and Wexford Ancestry Services – Complaints Policy**

Document Title: Complaints Policy  
Organisation: Wexford Ancestry CLG  
Approved By: Chief Executive Officer  
  
Version: 1.0

This policy applies to both **Wexford Ancestry CLG** (trading as **Wexford Ancestry & Heritage**) and **Wexford Ancestry Services**. It covers all directors, partners, staff, contractors, and volunteers engaged in the work of either entity.

This policy applies to all activities of **Wexford Ancestry CLG** (trading as **Wexford Ancestry & Heritage**) and **Wexford Ancestry Services**, including any projects, events, or commissioned work undertaken by or on behalf of either organisation.

Effective Date: 5th November 2025      Last Reviewed: 5th November 2025

**Approved by:** [Eddie Banville, Chief Executive Officer](#)

**Reviewed by:** [Helen Brady, Partner](#)

**Recorded by:** [Margot Banville Hogan Company Secretary](#)

For and on behalf of Wexford Ancestry CLG and Wexford Ancestry Services

**Date:** 5th November 2025

Contact: [wexfordancestry@gmail.com](mailto:wexfordancestry@gmail.com)

## **1. Purpose**

This Complaints Policy provides a fair, transparent, and efficient process for handling any concerns or complaints raised by clients, partners, or the public. Wexford Ancestry is committed to providing high-quality genealogical research and heritage services. If something goes wrong, we will investigate promptly and take appropriate action.



## **2. Scope**

This policy applies to clients, volunteers, partners, customers and members of the public. Complaints may relate to the quality of service, communication, data protection, or staff conduct.

## **3. Our Commitment**

We will:

- Handle all complaints promptly, fairly, and confidentially.
- Treat complainants with respect.
- Provide explanations and remedies where appropriate.
- Record and review complaints to improve services.

## **4. Making a Complaint**

Complaints should be submitted in writing by email:

Email: [wexfordancestry@gmail.com](mailto:wexfordancestry@gmail.com)

Please include your name, contact details, description of the issue, relevant dates, and desired outcome.

## **5. Complaints Process**

Step 1 – Acknowledgement: We will acknowledge your complaint within 5 working days.

Step 2 – Investigation: A partner not involved in the issue will review the matter objectively.

Step 3 – Response: A response will be issued by email within 20 working days, explaining findings and actions taken. If more time is needed, we will inform you of the revised timeline.

## **6. Escalation**

If you are not satisfied with the outcome, you may request a Senior Partner Review. This will involve re-examining the case and providing a final response within 15 working days.

For unresolved data protection issues, contact the Data Protection Commission ([www.dataprotection.ie](http://www.dataprotection.ie)).



## **7. Confidentiality and Data Protection**

All complaint records are managed in line with GDPR. Personal data will only be used for investigating and resolving the issue and will be retained for a maximum of two years after closure.

## **8. Learning and Continuous Improvement**

Complaints are reviewed diligently to identify recurring issues, training needs, and opportunities for improvement.

## **9. Frivolous or Malicious Complaints**

Wexford Ancestry reserves the right to decline complaints that are clearly unfounded, repetitive, abusive, or made in bad faith.

## **10. Approval & Signature**

This policy will be reviewed annually or when operational or legislative changes occur. This Complaints Policy has been approved by the Chief Executive Officer of Wexford Ancestry.

Approved by: *Eddie Banville*, Chief Executive Officer

Reviewed by: *Helen Brady*, Partner

Recorded by: *Margot Banville Hogan*, Company Secretary

for and on behalf of Wexford Ancestry CLG and Wexford Ancestry Services

Date: 5<sup>th</sup> November 2025

*Wexford Ancestry – Listening, Responding, and Improving Together*