

## Handling Feedback and Complaints

The Statement of Guiding Principles for Fundraising sets out the following on pp 16-17 in relation to Complaints and Feedback:

The charity will put in place procedures to enable interested parties to notify the organisation of their wishes, comments and complaints. These procedures will 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 addressed to the charity in question. Where the charity's response does not satisfy the complainant, s/he will have clear information about the next level of the complaints procedure, which will be directed to the Monitoring Group (link to be provided when available). All matters of suspected illegality should be addressed immediately to An Garda Síochána.

The following steps may be useful in setting out a charity's procedures.

### Handling Feedback and Complaints

Carrigoran House 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.

Carrigoran House 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 [Named Office holder in Organisation] in writing or by telephone.

In the first instance, your complaint will be dealt with by our Chief Executive (or other named office holder with sufficient seniority to address the complaint). 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 Chief Executive  
Postal Road  
Address  
County

Tel: +353 1 234 5678

Email: [info@yourorganisation.ie](mailto:info@yourorganisation.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 if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the (Named Organisation)'s Chairman. The Chairman 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

### Monitoring Group

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint in writing to the Monitoring Group who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

### Write to:

The Chair,  
Monitoring Group  
Postal Road  
Address  
County

Tel: +353 1 234 5678

Email: [info@yourorganisation.ie](mailto:info@yourorganisation.ie)

### What happens next?

You will receive confirmation of receipt of your complaint within (specify) number of days. The Monitoring Group will consider complaints and will respond according to its own procedures (this section will be updated when the Monitoring Group has been set up and has developed its procedures).

This complaints procedure does not apply to (Named Organisation)'s staff or agents.