



Handling Feedback and Complaints

ActionAid Ireland 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.

ActionAid Ireland 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.

If you have feedback or a complaint – Step One

- If you do have a complaint about any aspect of our work, you can contact michelle.sweeney@actionaid.org in writing or by telephone.
- In the first instance, your complaint will be dealt with by our Supporter Services Co-ordinator at the above email address or at 01-8787911. 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.

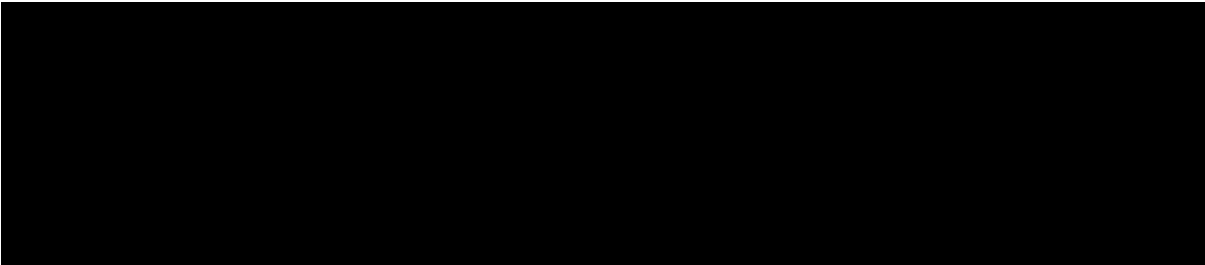
Write to:

Michelle Sweeney
Supporter Services Co-Ordinator
ActionAid Ireland
Unity Building
16-17 Lower O'Connell Street
Dublin 1.
Tel: 01-8787911
Email: michelle.sweeney@actionaid.org

We are open 5 days a week Monday to Friday from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00 pm 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 working 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 CEO of ActionAid. The CEO will ensure that your appeal is considered at Senior Management level and will respond in writing within two weeks of this consideration. If you are not satisfied with the Senior Management response then you can take your complaint to the Chairperson of the Board in writing who will ensure your appeal is considered at Board level and will respond within two weeks.

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**

Contact details will be added when they become available in September 2011

W: <http://www.ictr.ie/content/fundraising-codes-practice>

What happens next?

You will receive confirmation of receipt of your complaint within a specific number of days. The Monitoring Group will consider complaints and will respond according to its own procedures.

This complaints procedure does not apply to ActionAid Ireland's staff or agents.

