

Complaints and Feedback Procedure for Fundraising

The Ireland Funds is very thankful for the generosity of supporters and the general public. We are committed to ensuring we live up to our reputation as a respectful, honest and open organisation and we aim to continue to achieve the highest standards in fundraising practice.

The Ireland Funds listens and responds to the views of the general public and our supporters so that we can continue to improve in this regard.

The Ireland Funds welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint and give feedback;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat feedback and complaints seriously whether made by telephone, letter, email or in person;
- we deal with it quickly and politely;
- we respond appropriately to the situation and with respect to opinions;
- we learn from complaints, use them to improve and monitor them at management level.

If you have a feedback or a complaint –

Option One

If you do have a complaint about any aspect of our work, you should:

- a. On first instance, it should be made to the Executive Director, who will try to resolve the issue informally.
- b. If the issue is serious, or you are not satisfied with the response received, you should make a formal complaint.
- c. Your complaint should be made in writing, marked “Private & Confidential” and sent to the Executive Director who will acknowledge it in writing (normally within 7 days of receipt).
- d. The Executive Director will – in consultation with the Chair of the Board – investigate the complaint.
- e. The results of the investigation will be communicated to you within a reasonable time – normally 30 days.

You have the right, if dissatisfied with the results of the inquiry, to put your case in writing or in person, to a panel comprised of at least two members from The Ireland Funds Board of Directors. The decision of the panel will be final and there is no appeals process.

Where appropriate The Ireland Funds will make a written apology to the complainant, and agree on any further action necessary.

All formal complaints and responses are logged securely for tracking on our Complaints Register until they are resolved.

Option Two

Ideally, in the first instance you should address your fundraising complaint to The Ireland Funds as outlined above. You may however at any stage make your complaint in writing to the Charities Regulator who oversee charities compliance in relation to the Guidelines for Charitable Organisations on Fundraising From the Public. The Charities Regulator can be contacted through the following link <https://www.charitiesregulator.ie/en/contact-us> or by phone on 01 2118600.