



Handling Feedback and Complaints

RESPECT welcomes at all times any feedback, positive or negative you may have in relation to your fundraising experience with the organisation. Equally, if you as a donor, volunteer or general member of the public have a complaint to make about your contact with the organisation we are very keen to hear this.

We would therefore like to make it as easy as possible for you to communicate your message to us and we welcome your feedback.

RESPECT is committed at all times to ensuring that all our communications and dealings with the general public and with our supporters are of the highest possible standards. We really want to listen and respond to your views so that we can continue to improve.

Our aim is to ensure that

- We welcome complaints and suggestions for improvement.
- We treat it very seriously and as a clear expression of dissatisfaction with our operation which calls for a response.
- We give it serious consideration regardless of whether it is made by phone, by email or in person.
- We deal with it quickly and professionally.
- We respond accordingly, for example with an explanation of what happened, or an apology where appropriate.
- We learn from complaints, monitor them and use them to improve our services.

If you have feedback or a complaint about RESPECT

If you have a genuine complaint or want to give us feedback about our work, you can contact Zoe Killeen or Liam Walsh in writing to donorcare@respect.ie or by phone at 01 6856008. Please do give as much information as possible and let us know how you would like us to respond, providing relevant contact details.

We aim to respond to your feedback / complaint within seven working days and to resolve the issue within twenty one days. If we cannot do this we will give a clear explanation why and provide a new time frame.

Write to:

Zoe Killeen
Director
RESPECT Offices,
St Joseph's Centre
Clonsilla,
Dublin 15

If you are not satisfied with the response you receive after making the complaint / providing feedback, you may in the second instance contact the Chair of the RESPECT Fundraising Board.

This will ensure that your communication is dealt with at Board level and they will respond to you no later than two weeks after the meeting of the Board members.