

## **Trócaire Fundraising Feedback and Complaints Procedure**

Trócaire is committed to ensuring that all our communications with our supporters and the general public are of the highest possible standard. We are dedicated to ensuring we uphold our honest and transparent reputation, and as a charitable organisation aim to achieve the highest standards in fundraising practice. We listen and respond to the views of our supporters and of the general public so that we can continue to improve.

Trócaire is most appreciative of the support we receive from our supporters and welcomes both positive and negative feedback.

As part of our compliance with the Statement of Guiding Principles for Fundraising, 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 aim to resolve the complaint within 2 working days
- We respond appropriately with actions taken to rectify the complaint and/ or provide further information if requested
- We learn from complaints, use them to improve our supporter care, and monitor them at management and Board level.

### **If you have feedback or a complaint:**

#### **Step One - Contact Trócaire**

If you do have a complaint about any aspect of our work, you can contact Trócaire in writing, by telephone, by email or via our website.



In the first instance, your complaint will be handled by a staff member who will aim to resolve the issue themselves or forward it to the most appropriate person to respond. Please give us as much information as possible in relation to the complaint. Our commitment is to respond to you, through the channel of your choice, within 2 working days.

Complaints in writing should be posted to:

**Trócaire, Maynooth, Co Kildare**

Complaints by telephone should be directed to: **01 629 3333**

Complaints by email should be forwarded to: [ddixon@trocaire.ie](mailto:ddixon@trocaire.ie)

Complaints can also be made directly via our website on <http://www.trocaire.org/contact-us>

Our office is open **Monday to Friday from 9.00 am to 5.30 pm**

Trócaire treats every complaint very seriously. All feedback, both positive and negative, is taken on board with a view to improving the level of service afforded to our most important stakeholder, namely our supporters.

## **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to Trócaire's Executive Director. The Executive Director will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration.