

 <b>Galway Hospice Foundation</b>	Policy & Procedure
TITLE: Fundraising Complaints Procedure	REFERENCE NO: RF-FR-34
OWNER: Mary Nash, Director of Operations	REVISION NO: 00
APPROVED BY: Sean O’Healy, Chief Executive	EFFECTIVE FROM: 12 <sup>th</sup> February 2015
REVIEW DATE: 11 <sup>th</sup> February 2018	Page 1 of 1

The Fundraising Department in Galway Hospice aims to comply with the Statement of Guiding Principles for Fundraising as published by the Irish Charities Tax Reform Group.

We are committed to ensuring that all our communications and dealings with the general public and supporters of our fundraising activities are of the highest possible standard. We listen and respond to the voices of the general public and our supporters so that we can continue to improve.

Galway Hospice welcomes all feedback, whether it is of a positive or negative nature.

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 fundraising 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 in an efficient manner and politely
- We respond accordingly; for example with an explanation, an apology or some form of relevant address where we have got things wrong and information on any resultant action taken
- We learn from complaints, use them to improve and monitor them at organizational level.

***What to do if you have a complaint?***

- If you do have a complaint about any aspect of our fundraising operations, you can contact Galway Hospice in writing or by telephone
- In the first instance, your complaint will be dealt with by our Director of Operations
- Please let us know how you would like us to respond, providing relevant contact details
- Contact:  
Director of Operations, Galway Hospice, Renmore, Galway  
Telephone: 091 770868, Email: [info@galwayhospice.ie](mailto:info@galwayhospice.ie)

***What happens next?***

- If you complain in person or over the telephone, 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 appeal in writing to the Chief Executive, Galway Hospice, Renmore Avenue, Renmore, Galway. Email [ceo@galwayhospice.ie](mailto:ceo@galwayhospice.ie)
- The Chief Executive will seek to ensure that your appeal is fully considered and responded to within two weeks of receipt of correspondence on the issue
- You may refer your complaint at any time for independent review by the Monitoring Committee, ICTR, 85 Merrion Square South, Dublin 2, telephone 01-6769908, [www.ictr.ie](http://www.ictr.ie)