



## **FUNDRAISING COMPLAINTS & FEEDBACK PROCEDURE**

Complaints & FEEDBACK Procedure – relating to Fundraising and Communications complaints & feedback from the public, supporters and potential supporters.

### **Handling Feedback and Complaints**

ISPCC 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.

ISPCC 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, monitor them and report these to our Board of Directors



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

If you do have a complaint about any aspect of our work, you can contact Donor care team in writing or by telephone. In the first instance, your complaint will be dealt with by James Phelan on our donor care team at [James.phelan@ispcc.ie](mailto:James.phelan@ispcc.ie)

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:

James Phelan,  
Donor Care team  
ISPCC  
29 Lower Baggot Street  
Dublin 2  
D02 XT93

Our head office is open 5 days a week from 9.00 am to 5.30 pm.

### **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 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 do not feel your complaint has been adequately resolved, we will refer your complaint to the Commercial Director who will acknowledge your complaint within 7 working days of receipt, and do everything they can to resolve it within 14 working days. If this is not possible, they will explain why and provide a new deadline.

If you are not happy with our response, you may get in touch again by writing to the CEO, John Church. The CEO will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.



### **Charities Regulator**

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 to the Charities Regulator who oversee charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.

If you wish to contact them regarding a concern, you must complete their online concerns form.

Our Charity Registration details are:

The Irish Society for the Prevention of Cruelty to Children is a Company Limited by Guarantee

REGISTRATION NUMBER

15958

CHARITY NUMBER

CHY 5102

CHARITY REGISTRATION NUMBER

20007225