

## Making Connections Handling Feedback & Complaints

Making Connections adheres to *The Statement of Guiding Principles for Fundraising* in relation to *Complaints and Feedback* (set out in the statement on page 16-17):

### Complaints and Feedback:

Making Connections' Complaints and Feedback Procedures are put in place to notify the organisation the wishes, comments and complaints from interested parties. These procedures ensure that all feedback (including especially any complaints) are responded to and addressed within 14 days. Public or donor queries or complaints should, in the first instance, be addressed to Making Connections. If Making Connections' response does not satisfy the complainant, please follow Step Two of this complaints procedure, which will be directed to the Monitoring Group (link to be provided when available).

**Note:** All matters of suspected illegality should be addressed immediately to An Garda Síochána.

## Handling Feedback and Complaints

**Making Connections** 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.

**Making Connections** 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, 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, and monitor them at our Board.

### If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact Rachel Gilliland in writing or by telephone. In the first instance, your comment will be dealt with by our Communications & Fundraising Office and escalated to the Chief Executive Officer where required. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

**Contact Person:** Rachel Gilliland, Communications & Fundraising Officer, Making Connections

**Address:** Making Connections, Glenard, 36 Roebuck Rd, Clonskeagh, Dublin 14

**Email:** [info@makingconnections.ie](mailto:info@makingconnections.ie) | **Phone:** (01) 295 1053

**Phone hours:** Monday – Friday open 9.00 am to 5.00 pm, and closed between 2.00 pm and 2.30pm

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## 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 are not happy with our response, you may get in touch again by writing to the Making Connection's Chairman. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

## If you have feedback or a complaint – Step Two

### Monitoring Group

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 in writing to the Monitoring Group who oversee charities compliance with the *Statement of Guiding Principles for Fundraising*.

### Write to:

**The Chair, Monitoring Group** (ICTR Contacts to be added)

### What happens next?

You will receive confirmation of receipt of your complaint within (ICTR details to be filled in here) number of days. The Monitoring Group will consider complaints and will respond according to its own procedures (this section will be updated when the Monitoring Group has been set up and has developed its procedures).

**This complaints procedure does not apply to Making Connections' staff or agents.**