



## **Barnardos Fundraising Feedback and Complaints Procedure**

Barnardos is committed to ensuring all communications with our donors and the general public are of the highest possible standard. We are dedicated to ensuring we uphold an honest and transparent reputation and as a charitable organisation, aim to achieve the highest standards in fundraising practice

Barnardos is grateful for the generosity of our supporters and the general public and welcome both positive and negative feedback.

As part of our compliance with the guidelines of Fundraising Practice, 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 appropriately with actions taken to rectify and/ or further information;
- we learn from complaints, use them to improve, and monitor them at management and Board level.

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

#### **Contact Barnardos**

If you do have any feedback or a complaint about any aspect of our work, you can contact Barnardos in writing or by telephone.

In the first instance, your comment will be dealt with by our Chief Executive, Suzanne Connolly, or in her absence by our Director of Fundraising and Marketing, Mary Gamble.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details to:

**Suzanne Connolly**  
**Barnardos**  
**Christchurch Square**

**Dublin 8**

Tel: (01) 453 0355

Email: [suzanne.connolly@barnardos.ie](mailto:suzanne.connolly@barnardos.ie)

We are open 5 days a week, Monday to Friday from 9.00 am to 5.00 pm, and closed between 1.15 pm and 2.00pm each day.

**What happens next?**

If you provide feedback or submit a complaint in person or over the phone, we will try to resolve the issue there and then. If you submit a complaint 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 Barnardos' Director of Fundraising, Mary Gamble, or Chief Executive, Suzanne Connolly. The Director of Fundraising or Chief Executive will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration.

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

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