**Feedback & Complaints**

The Fundraising Department in St. Francis Hospice Dublin aims to comply with the Statement of Guiding Principles for Fundraising, as published by the Irish Charities Tax Reform Group (ICTR).

We are 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.

We welcome both positive and negative feedback.  Therefore we aim to ensure that:

* It is as easy as possible to make complaints.
* We treat as a complaint any clear expression of dissatisfaction with our operations that calls for a response.
* We treat a complaint seriously, whether it is made by telephone, letter, fax, email or in person.
* We deal with complaints quickly and politely.
* We respond accordingly – for example, with an explanation or an apology when we have got things wrong, and with information on any action taken.
* We learn from complaints, use them to improve and monitor them for our Board.

**If you have a complaint**

If you have a complaint about any aspect of our work, you can contact, in writing or by telephone. Please let us know how you would like us to respond, providing relevant contact details.  Write to:

Dee Kinnane, Fundraising / Projects Manager,

St. Francis Hospice Dublin,

Station Road,

Raheny,

Dublin 5,

D05 E392.

Telephone Number: (01) 832 7535  
E-mail Address: [dkinane@sfh.ie](mailto:dkinane@sfh.ie)

We are open five days a week, Monday - Friday, 9.00 am to 5.00 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 seven 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 Chief Executive Officer, at the address above, who will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Link to ICTR (Irish Charities Tax Research) [www.ictr.ie](http://www.ictr.ie)