

Tearfund Fundraising Feedback and Complaints Procedure



Tearfund is committed to ensuring that all our communications with our supporters and the general public are of the highest possible standard. We are dedicated to ensuring we uphold our honest and transparent reputation, and as a charitable organisation aim to achieve the highest standards in fundraising practice. We listen and respond to the views of our supporters and of the general public so that we can continue to improve.

Tearfund is grateful for the support we receive from our supporters and welcomes 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 the complaint and/ or further information if requested;
- we learn from complaints, use them to improve our supporter care, and monitor them at management and Board level.

If you have feedback or a complaint:

STEP ONE

Contact Tearfund

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

In the first instance, your complaint will be dealt with by a staff member who will aim to resolve the issue themselves or forward it to the most appropriate person to respond. 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:

Michael Goss
Finance & Administration Coordinator
Tearfund Ireland
Ulysses House
22-24 Foley Street
Dublin 1

Tel: 01 878 3200
Email: michael.goss@Tearfund.ie

Our office is open Monday to Friday from
9.00 am to 5.30 pm

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Tearfund's Fundraising and Marketing Manager or Tearfund's Chief Executive Officer. The Fundraising and Marketing Manager or Tearfund's Chief Executive Officer will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration.

STEP TWO

Contact the ICTR Monitoring Group*

Ideally in the first instance you should address your complaint to Tearfund as outlined above.

You may however at any stage make your complaint in writing to the ICTR Monitoring Group who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

What happens next?

You will receive confirmation of receipt of your complaint within a specified number of days. The Monitoring Group will consider complaints and will respond according to its own procedures.

* The Monitoring Group for the Statement of Guiding Principles for Fundraising commenced activities in Summer 2011. Please visit www.ictr.ie for updates and more information.

Tearfund Ireland

2nd Floor, Ulysses House, 22-24 Foley St, Dublin 1
enquiries@tearfund.ie
01 878 3200