

Tearfunds Fundraising Feedback and Complaints Procedure



Tearfund Ireland is committed to maintaining the highest standard of professionalism throughout our work. We listen and respond to the views of the general public our supporters, partners and beneficiaries so that we can continue to improve.

Tearfund Ireland 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 all complaints quickly, professionally 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 Board level.
- we handle all data in accordance with the GDPR and our data protection policy

If you have feedback or a suggestion for improvement.

Tearfund Ireland welcomes feedback or suggestions which will help us improve. If you have any feedback, we would love to hear from you. Any feedback will be brought to the person with responsibility for that area who will respond to your communication within 7 working days.

If you have a complaint:

Step One

Making a complaint

If you have a complaint about any aspect of our work, you can contact our office in writing or by telephone (details below). 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:

FAO: Chief Executive Officer
Tearfund Ireland, 2nd Floor, Ulysses House, 22-24 Foley Street, Dublin 1, D01 W2T2

Phone: 01 878 3200

Email: enquiries@tearfund.ie

What happens next?

If you make a complaint in person or over the phone, we will endeavour to resolve the issue there and then. If you submit a complaint by email or in writing, we will acknowledge receipt of your complaint within 4 working days and do everything we can to resolve the matter within 14 working days. If this is not possible, we will explain why and provide a new time-frame within which we will respond.

Step Two

What if the complaint is not resolved?

If you are not satisfied with our response, you may get in touch again by writing to Tearfund Ireland Chair of the Board. The Chairperson will ensure that your appeal is considered at Board level, at the earliest opportunity, and will respond within 14 working days of this consideration by the Board.

External Stage

Making a complaint to the Charities Regulator

Ideally in the first instance you should address your complaint to the organisation as outlined above. However, you may 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, please complete their online concerns form [HERE](#).