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One Family's Fundraising Complaints and Feedback Procedure

Handling Feedback and Complaints

One Family 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.

One Family 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, fax, 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; and
- 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 our Director Karen Kiernan at One Family in writing or by telephone.

In the first instance, your complaint will be dealt with by our Director.

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: Karen Kiernan

One Family

Cherish House

2 Lower Pembroke St

Dublin 2

Tel: 01 6629212

Email: kkiernan@onefamily.ie

We are open 5 days a week from 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 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 One Family'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**Contact the Monitoring Group ***

Ideally in the first instance you should address your complaint to One Family 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.

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.

** Please visit www.ictr.ie for updates and more information on The Monitoring Group for the Statement of Guiding Principles for Fundraising.*