

Handling Feedback and Complaints

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

Gael Linn 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;
- we learn from complaints, use them to improve, and monitor them at Management and Board level.

If you have feedback or a complaint

If you do have a complaint about any aspect of our work, you can contact Gael Linn 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:

Cairde Gael Linn

Gael Linn

35 Dame Street

Dublin 2

Tel: **01 6751200**

Email: cairde@gael-linn.ie

Our office is open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00 pm each day.

What if the complaint is not resolved?

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