

Statement of Guiding Principles for Fundraising

Handling Feedback and Complaints

Altruism Ireland 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.

Altruism 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, 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 our board.

If you have feedback or a complaint:

If you do have a complaint about any aspect of our work, in the first instance you can contact the Relationship Manager in Altruism Ireland.

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.

Contact:

Relationship Manager,

John Clarke,

Apt 4, 3 Temple Bar, Dublin,

Tel: +353 16535590

Email: john.c@altruism.eu