

## FUNDRAISING COMPLAINTS & FEEDBACK PROCEDURE

### 1. RELATED POLICY

1.1. This procedure adheres to Depaul Fundraising Complaints & Feedback Policy (F&C05).

### 2. PROCEDURE STATEMENT

2.1. Depaul supports people who are homeless or at risk of homelessness. Depaul operates as one charity but is registered as two separate legal entities in the Republic of Ireland (ROI) and Northern Ireland (NI). We have registered charity status in both jurisdictions.

2.2. Depaul shares close links with other members of the Vincentian Family and the Society of St. Vincent de Paul but we are a separate charity.

2.3. At the forefront of Depaul is our values;

- We celebrate the potential of people
- We put our words into action
- We aim to take a wider role in civil society
- We believe in rights and responsibilities

2.4. **Our Vision** is of a society in which everyone has a place to call home and a stake in their community

2.5. **Our Mission** is to end homelessness and change the lives of those affected by it.

### 3. HANDLING FEEDBACK AND COMPLAINTS

3.1. Depaul is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard.

3.2. We are committed to listen and respond to the views of the general public and our supporters so that we can continue to improve. Depaul welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint to Depaul
- Any communication that clearly expresses dissatisfaction with our work and calls for a response is treated as a complaint
- We will treat complaints as serious no matter the correspondence method i.e. telephone, email, fax, letter.
- We will deal with all complaints promptly, politely and with respect.
- We will respond to all complaints in accordance with the complaint either by providing further information or an apology if a mistake has been made.
- We will learn from complaints and apply all learning, we will also monitor them and
- report these to our Fundraising & Communications Committee.

### 4. IF YOU HAVE FEEDBACK OR A COMPLAINT

4.1. Step One

- If you have a complaint about any aspect of our work, you can contact Caroline O'Connell, Director of Fundraising & Communications on:  
[caroline.oconnell@depaulcharity.net](mailto:caroline.oconnell@depaulcharity.net)

- You can also contact Depaul in writing or by telephone to;

**Republic of Ireland Head Office:** (01) 4537111,

Depaul  
18 Nicholas Street  
Dublin 8

**Northern Ireland Office:** (028) 90647755,

Depaul  
449 Antrim Road  
Belfast  
BT15 3BJ

### **Our offices are open;**

Republic of Ireland: 5 days a week, Monday to Friday, from 9.00 am to 5.00 pm each day.

Northern Ireland: 3 days a week, Tuesday to Thursday, from 9.00am to 5.00pm each day.

- 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.
- 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 working days of receipt, and do everything we can to resolve it within 21 working days. If this is not possible, we will explain why and provide a new deadline.

## **5. WHAT IF THE COMPLAINT IS NOT RESOLVED?**

- 5.1. If you do not feel your complaint has been adequately resolved, we will refer your complaint to our Chief Executive Officer who will acknowledge your complaint within 7 working days of receipt, and do everything they can to resolve it within 14 working days. If this is not possible, they will explain why and provide a new deadline.
- 5.2. If you are not happy with our response, you may get in touch again by writing to the Chairperson of the Depaul Board of Trustees, John Murphy. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.
- 5.3. **Charities Regulator:** Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however 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, you must complete their online concerns form.

## **6. OUR CHARITY REGISTRATION DETAILS**

- 6.1. Depaul Ireland Ltd.-- Company Registration No. 357 828 Charity Registration No. 20048938 (CHY14753).
- 6.2. Depaul Northern Ireland Ltd.-- Company Registration No. N1054106 Charity Registration No.102995 (XR87991).

## **7. RELATED DEPAUL DOCUMENTS AND LEGAL FRAMEWORK**

## 7.1. F&C05 Depaul Fundraising Complaints & Feedback Policy

## **8. MONITORING AND REVIEW**

- 8.1. This procedure will be reviewed in tandem with the Depaul Fundraising Complaints & Feedback Policy (F&C05).

**CEO Signature:**

**Date of Issue:**