

Feedback and Complaints Procedures

Anam Cara is committed to ensuring that all our communications and dealings with the general public are of the highest possible standard. We will listen and respond to the views of our stakeholders, supporters and donors so we can continue to improve.

Anam Cara welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a comment or complaint about any aspect of our operations
- Anam Cara will treat as a complaint any clear expression of dissatisfaction which calls for a response;
- Anam Cara will treat it seriously whether it is made by telephone, letter, email or in person;
- We will deal with the complaint quickly and effectively and respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- Anam Cara will learn from complaints, use them to improve, and monitor them at our Board.

If you do have a complaint or comment, you can contact Clodagh Curley in writing or by telephone. In the first instance, your complaint will be dealt with by Anam Cara's Chief Executive. 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:

<p>Clodagh Curley, Anam Cara Parental & Sibling Bereavement Support HCL House, Second Avenue Cookstown Industrial Estate Tallaght Dublin 24</p>	<p>Contact Telephone Number : 01 4045378 Email Address: c.curley@anamcara.ie</p>
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Anam Cara Central Office is open from Monday to Friday from 9.00 am to 5.00pm

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 5 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 Anam Cara'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

Monitoring Group

Ideally in the first instance you should address your complaint to Anam Cara 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. In this instance please write to:

<p>The Chair, Monitoring Group 85 Merrion Square South, Dublin 2</p>	<p>Contact Telephone Number : 01 6769908 Email Address: ictr@ictr.ie</p>
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What happens next?

You will receive confirmation of receipt of your complaint within (specify) number of days. The Monitoring Group will consider complaints and will respond according to its own procedures (this section will be updated when the Monitoring Group has been set up and has developed its procedures).

Please note this complaints procedure does not apply to Anam Cara's staff or agents.