

FLAC Procedure for Handling Feedback and Complaints

FLAC is committed to providing a high quality service to those who need it and to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. However, we recognise that we may make mistakes from time to time, and that sometimes people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory.

FLAC welcomes both positive and negative feedback and we aim to ensure that:

- Complaints are taken seriously and dealt with promptly;
- They are handled with an open mind and investigated thoroughly;
- It is as easy as possible to make a query or 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 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 and use them to improve.

If you have feedback or a complaint:

Step One

If you are dissatisfied with an aspect of FLAC's service, please let us know and we will first try to resolve your concern on an informal basis. 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.

By phone: You can phone the FLAC office on 01 887 3600 between 9.30am and 5.30pm and indicate that you wish to make a complaint.

By email: catherine.hickey (at) flac.ie and indicate in the subject of the email that it is in relation to a complaint

In writing: write to Catherine Hickey, Director of Funding & Development, FLAC, 13 Lower Dorset Street, Dublin 1

Whichever method you use, please provide as much information as possible. Please also let us know how you would like us to respond to you, providing relevant contact details.

You should expect to receive an acknowledgement of your complaint within 10 working days.

We will do everything we can to resolve your complaint within 21 days. If this is not possible, we will explain why, and we will provide a new deadline.

Step Two

Ideally in the first instance you should address your complaint to FLAC as outlined above. You may however at any stage make your complaint in writing to the Independent Monitoring Group who oversee charities' compliance with the Statement of Guiding Principles for Fundraising.

Write to:
The Chair,
Independent Monitoring Group: Statement of Guiding Principles for Fundraising,
ICTR,
85 Merrion Square South,
Dublin 2

T: (0)1 6769908

www.ictr.ie