

Feedback and Complaints Procedure

The ISPCA 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.

The ISPCA 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 board level.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, in the first instance, your complaint will be dealt with by our Chief Executive Dr. Andrew Kelly and / or our Fundraising Manager Rebecca Rushe. Please include as much information as possible and let us know how you would like us to respond to you (e.g. by mail, e-mail or telephone), providing relevant contact details.

Write to:

Dr. Andrew Kelly, CEO, ISPCA, Derryglogher, Keenagh, Co. Longford. Tel: 043 3325035 Email andrew.kelly@ispca.ie or,

Rebecca Rushe, Fundraising Manager, ISPCA, Derryglogher, Keenagh, Co. Longford. Tel: 043 3325035 Email Rebecca.Rushe@ispca.ie

The office is open five days a week from 9.00 am to 5.00 pm.

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 seven 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 the ISPCA's Chair of the Board of Directors (Helen Dooley) at the address above. The Chair of the Board will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint - Step Two

Ideally in the first instance you should address your complaint to the ISPCA 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.

These details are available from the Irish Charities Tax Reform Group (ICTR) at:

85 Merrion Sq. South,

Dublin 2

Tel: 01 6769908

Email: ictr@ictr.ie

What happens next?

The Monitoring Group will consider complaints and will respond according to its own procedure available from the ICTR.

Finally, if you are still not satisfied that your complaint has been resolved to your satisfaction you may submit a complaint to the Charities Regulatory Authority (which you may do at any time during the process).

Charities Regulatory Authority,

St. Martin's House,

Waterloo Road,

Dublin 4

Telephone: 01-6331500

Email: info@charitiesregulatoryauthority.ie

Web: charitiesregulatoryauthority.ie