

Peter McVerry Trust

Donor Feedback and Complaints Policy

June 2020

Feedback and Complaints

Peter McVerry Trust 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.

We welcome 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, e-mail 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.

If you have Feedback or a Complaint:

If you do have a complaint about any aspect of our fundraising work, you can contact the Director of Fundraising in writing, by post or by email.

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.

Post:

Anne-Marie Connolly
Director of Fundraising
Peter McVerry Trust
29 Mountjoy Square
Dublin 1

Email: amconnolly@pmvtrust.ie

Our office is open 5 days a week, Mon-Thurs from 9.00am to 5.30pm and Fri 9.00am to 4.00pm.

What happens next?

We will always acknowledge your complaint within 7 days, and do everything we can to resolve it in 21 days. If this is not possible, we will explain why and provide you with a new deadline.

What if the complaint is not resolved?

If you are not happy with our response or the outcome of the donor feedback and complaints process it is at this stage you may ask for the outcome to be reviewed by the CEO of Peter McVerry Trust.