

## Feedback & Complaints

Peter McVerry Trust is committed to ensuring that all our communications and dealings with our supporters and the general public are of the highest possible standard. We listen and respond to your views so that we can continue to improve our communications as your feedback is important to us.

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 a complaint seriously whether it is made by telephone, letter, 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.

### **If you have Feedback or a Complaint;**

If you have feedback or 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**

Director of Fundraising  
Peter McVerry Trust  
29, Mountjoy Square,  
Dublin 1  
D01 C2N4

**Email:** [info@pmvtrust.ie](mailto:info@pmvtrust.ie)

Our office is open 5 days a week – Mon – Thurs 9.00am - 5.30am and Friday 9.00am - 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, and if required the Board of PMVT.

*January 2024*