



Feedback and Complaints regarding Fundraising

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

Galway Simon Community welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to provide feedback and/or 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, 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 our Board.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our fundraising practice, you can contact our Fundraising Team in writing or by telephone:

Fundraising Team
Galway Simon Community,
Unit 11 Sean Mulvoy Centre
Sean Mulvoy Road
Galway
H91 EAY0

Tel: 091-381828

Email: fundraising@galwaysimon.ie

Our office is open 5 days a week from 9.00am -5.00pm Monday – Friday.

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 7 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. You will be informed in writing of the outcome of your complaint, unless otherwise specified in correspondence.

In the interests of fairness and transparency, anonymous complaints will not be accepted.

Step Two: If the complaint is not resolved

If you are not happy with our response from the Fundraising Team, you may get in touch again and contact our Head of Fundraising and Communications in writing (email or post).

Please give us as much information as possible on the issue, including your previous correspondence with Galway Simon Community on this issue.

Write to:

Fintan Maher
Head of Fundraising and Communications
Galway Simon Community,
Unit 11 Sean Mulvoy Centre
Sean Mulvoy Road
Galway
H91 EAY0

Email: fintan.maher@galwaysimon.ie

You will receive confirmation of receipt of your complaint within 7 days and we will do everything we can to resolve it within 21 days. If the problem is of a complex nature it may take longer than 21 days to resolve, we will let you know what is being done and approximately how long this will take.

The Head of Fundraising and Communications will liaise with Galway Simon Community Complaints Officer to resolve your issue.

Step Three: Final Recourse

If you feel, following receipt of a response from our Head of Fundraising and Communications, that the issue remains unresolved, please write to our Chief Executive Officer at the address below, and tell us what means you think are necessary to finally resolve the issue.

Our CEO will aim to resolve the problem in 14 days. If the problem is of a complex nature it may take longer than 14 days to resolve, we will let you know what is being done and approximately how long this will take.

Write to:

Karen Golden
Chief Executive Officer
Galway Simon Community,
Unit 11 Sean Mulvoy Centre
Sean Mulvoy Road
Galway
H91 EAY0