Educate Together Fundraising Complaints and Feedback Procedure

As a valued supporter of Educate Together, we know it is important that we facilitate any feedback or complaints that you may have. If, for any reason, you should feel aggrieved then we will endeavour to do our utmost to make sure that we come to a satisfactory solution. We feel it is important that we learn from our mistakes so your feedback is very important to us.

Educate Together is committed to ensuring that all our communications and dealings with our supporters are of the highest possible standard. We listen to and respond to the views of our supporters so that we can continue to improve. We are committed to upholding the Statement of Guiding Principles for Fundraising available at www.ictr.ie

Educate Together welcomes both positive and negative feedback as this allows us to develop and grow as an organisation dedicated to improving the quality of education available in Ireland. 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 fundraising operations which calls for a response
✓ We treat any feedback or complaint seriously whether it is made by telephone, letter, fax, email or in person
✓ We will deal with it quickly, politely and respectfully
✓ We will respond accordingly - for example with an explanation or an apology where we have gotten things wrong and information on any action taken.
✓ We learn from our complaints, use them to improve and monitor at Board level

If you do have a complaint

If you have a complaint about any aspect of our work you can contact any member of staff or Sarah Williams by email, telephone or in writing (see contact details below).

If your complaint is received over the phone we will endeavour to have it resolved there and then (where possible), if it is received by email, fax or post we will acknowledge it within 5 days and do everything to resolve any complaints within 10 working days.

Write / Email / Fax to:

Sarah Williams
Educate Together
11-12 Hogan Place
Dublin 2
Phone + 353 1 429 2500
Fax +353 429 2502

If you do not feel that your complaint has been adequately received by the relevant person then it will go to the senior management team.

If you are not happy with our response you may get in touch again by writing to Educate Together’s Chief Executive Officer, Mr Paul Rowe. The CEO will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members. You will be notified of the next Board meeting and will receive a reply.

Finally if you feel that you are not satisfied we can direct you to an independent monitoring group who will assess your complaint in an objective manner.