

Rape Crisis and Sexual Abuse Counselling Centre Sligo, Leitrim and West Cavan  
Handling Feedback and Complaints Regarding Fundraising

### **Handling Feedback and Complaints**

The Rape Crisis and Sexual Abuse Counselling Centre, Sligo, Leitrim and West Cavan 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, 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 work, you can contact Tina Horton in writing or by telephone.

In the first instance, your complaint will be dealt with by our Coordinator (Tina Horton). 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.

Write to:

Tina Horton

Rape Crisis and Sexual Abuse Counselling Centre, Sligo, Leitrim and West Cavan

Kempton House

Kempton Parade

Sligo

T: 071 91 71188 extn 3/085 2158227

Email: [tina.srcc@gmail.com](mailto:tina.srcc@gmail.com)

### **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.

### **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 Rape Crisis and Sexual Abuse Counselling Centre, Sligo, Leitrim and West Cavan Chairperson. The Chairperson 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 Monitoring Group**

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

The monitoring Group will be established by the ICTR to oversee compliance with the Guiding

Principles for Fundraising. It will be composed of:

- An independent Chair
- Three independent members: Two to be nominated by the Consumer Association of Ireland to represent the public and one with a professional accountancy or legal background.
- Two members from the charity sector: One to be nominated by Fundraising Ireland and one to be selected via an open application process for charities.
- One member from the Government Department with responsibility for Charities

You will receive confirmation of receipt of your complaint within a specified number of days. The Monitoring Group will consider complaints and will respond in accordance to its own procedures. Please see [www.ictr.ie](http://www.ictr.ie) for further details.