

Feedback and Complaints Procedure

Social Entrepreneurs Ireland 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. Social Entrepreneurs Ireland welcomes 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, and email.
- 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 Board level.

Step 1 - If you have feedback or a complaint

If you do have feedback, comment or a complaint about any aspect of our work, you can contact our office in writing or by telephone.

In the first instance, your comment will be dealt with by our Office Manager who will assign the complaint to the appropriate member of the team. Please provide us with as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Please write to:

Orla O'Connor
Office Manager
Lower Ground Floor,
11/ 12 Warrington Place,
Dublin 2

Tel: +353 1 685 3191

Email: orla@socialentrepreneurs.ie

Our office works 5 days a week, Monday – Friday from 9.00am to 17.30pm

Step 2 - What happens next?

If you complain in person or over the phone, we will try to resolve the issues 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.

Step 3 - What happens if the complaint is not resolved to your satisfaction?

If you are not happy with our response, you may get in touch again by writing to the Chairman of Social Entrepreneurs Ireland, Brian MacCraith. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

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.

Write to:

The Chair,
[Charities Institute Ireland](#)
56 Fitzwilliam Square North Square South
Dublin 2
Tel: (01) 5414770

What happens next?

You will receive confirmation of receipt of your complaint from the Monitoring Group. The monitoring group will consider complaints and will respond according to its own procedures.