



COMPLAINTS & FEEDBACK

Stage One

The Dun Laoghaire Rathdown Outreach Project 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 and develop.

The Dun Laoghaire Rathdown Outreach Project welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a complaint
- We treat any clear expression of dissatisfaction with our operations which calls for a response as a complaint.
- We treat it seriously whether it is made by telephone, fax, email, letter or in person
- We deal with it quickly, effectively 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 use complaints and an opportunity to learn, develop and improve. We monitor regularly with our Board of Management.

Procedure for making a complaint

If you have a complaint about any aspect of our work you can contact Sandra Kelly, Project Manager, in writing or by telephone.

In the first instance your complaint will be dealt with by our Project Manager (or in her absence by a staff member with sufficient seniority to address the complaint). Please give us as much information as possible and let us know who you would like us to respond to you, providing the relevant contact details.

Write to:

Sandra Kelly | Project Manager | 45 Upper Georges Street | Dun Laoghaire | Co Dublin
Tel 01 2803187 | Fax 01 2301716 | email manager@drop.ie

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, will explain why and provide a date when you can expect to receive a response.

What happens if a complaint is not resolved?

If you are unhappy with our response, you may get in touch again by writing to Elaine Forsyth, Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by the Board Members.

Stage Two

Should the response of the above steps prove unsatisfactory you may make your complaint in writing to the Monitoring Group who oversees charities compliance with the Statement of Guiding Principles for Fundraising.

Write to:

The Chair

Monitoring Group – details to be updated on appointment of the Chairperson

You will receive confirmation of receipt of your complaint within 7 days. The Monitoring Group will consider complaints and will respond according to its own procedures – this section will be updated when the Monitoring Group has been established and has developed its procedures.

This complaints procedure does not apply to DROP's staff, service users or stakeholders – please refer to alternative operational policies.