



Providing Leadership and Support
within the Irish Charity Sector



Feedback and Complaints

Midlands Simon Community 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.

Midlands Simon Community 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 call 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 1 (Internal)

If you do have a complaint about any aspect of our work, you can contact Colm Hogan, Fundraising and Communications Officer, Midlands Simon Community.

In the first instance, your complaint will be dealt with by our Fundraising and Communications Officer. 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:

Colm Hogan
Fundraising and Communications Officer
Midlands Simon Community
PO Box 27
Athlone
Co. Westmeath

Tel: 0906444641

Email: c.hogan@midlandssimon.com

We are open 5 days a week from 9.00 am to 5.00 pm

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 Tony O' Riordan, C.E.O, Midlands Simon Community. The C.E.O will ensure that your appeal is considered within two weeks and a written reply will be issued within three weeks.

If you have feedback or a complaint – Step 2 (External)

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:

ICTR

85 Merrion Square South

Dublin 2

Email ictr@ictr.ie

Web www.ictr.ie

What happens next?

The Monitoring Group will consider complaints and will respond according to its own procedures.

This complaints procedure does not apply to MidlandsSimon Community's staff or agents.