



HANDLING FEEDBACK AND COMPLAINTS

Purple House Cancer Support 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.

Purple House Cancer Support 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, 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 Ms Margaret Byrne in writing or by email at margaret.m.byrne@braycancersupport.ie

In the first instance your complaint will be dealt with by our Complaints Manager Ms Margaret Byrne. Please give as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

**Ms Margaret Byrne
Complaints Manager
Purple House Cancer Support
Aubrey Court
Parnell Road
Bray
Co. Wicklow
Tel: 01-2866966
Email: Margaret.m.byrne@braycancersupport.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, 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 in writing to Ms. Margaret Byrne, Complaints Manager. The Manager 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 compliant with the Statement of Guiding Principles for Fundraising.

Write to:-

The Chair,
Monitoring Group
The Chair,
Monitoring Group
ICTR
85 Merrion Square South
Dublin 2
Tel: 01- 676 9908
E: ictr@ictr.ie

What happens next?

You will receive confirmation of receipt of your complaint within seven number of Days. The Monitoring Group will consider complaints and will respond according to its own procedures.

This complaints procedure does not apply to Purple House Cancer Support's staff or agents.