

## Handling Complaints and Feedback

**Aidlink 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. Aidlink 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 operation 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.

### **What you should do if you have feedback or a complaint.**

1. If you do have a complaint about any aspect of our work, you can submit a complaint through the website or contact our office by email, mail or telephone (details below).
2. 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.

Link to the website page: <https://aidlink.ie/complaints/>

Write to: Aidlink, 34 Greenmount Office Park, Harold's Cross, Dublin 6W

Tel: +353 1 473 6488

Email: [info@aidlink.ie](mailto:info@aidlink.ie)

### **What happens next?**

Your complaint or feedback will be dealt with in a professional and confidential manner by a dedicated Aidlink Board member.

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 or emailing Aidlink's Chairman, we will further provide those contact details. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

To note: You may at any stage make your complaint known to the Charities Regulator who oversee charities compliance <https://www.charitiesregulator.ie/en> . If you wish to contact them regarding a concern, you must complete the online concern form.