



Ending Suicide. Beginning Hope.

## **Donors Complaints and Feedback Procedure**

Pieta 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.

Pieta 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 regarding our fundraising activities, please contact Pieta's Director of Funding & Advocacy in writing or by telephone.

Director of Funding & Advocacy,  
Pieta,  
First Floor,  
Greenhills Retail Park,  
Greenhills Road,  
Tallaght,  
Dublin 24.  
Tel: 01 4585490

Head Office is open 5 days Monday to Friday from 9.00 am to 5.00 pm.

If you wish to take your complaint further, or if it is a non-funding related comment, please write to our Chief Executive Officer.

Ms Stephanie Manahan CEO,  
Pieta,  
First Floor,  
Greenhills Retail Park,  
Greenhills Road,  
Tallaght,  
Dublin 24.  
Tel: 01 4585490

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.



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**What happens then?**

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 the response from either the Director of Funding & Advocacy or the Chief Executive Officer, then you may get in touch with the Pieta Chairperson.

The chairperson, Ms. Celine Fitzgerald, will ensure that your appeal is considered at Board level.