

Complaints Procedure

Ethiopiaid Ireland is committed to delivering quality work at all times and to ensuring that all our communications & interactions with the general public and our supporters are of the highest possible standard.

However we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the charity's work we would like to hear from you.

We welcome both positive and negative feedback as this allows us to develop and grow as an organisation dedicated to supporting projects in Ethiopia ranging from maternal health and women's welfare to education and disabilities.

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 as a complaint.

We treat any feedback or complaint seriously whether it is made by telephone, letter, email or in person.

We will deal with it quickly, politely and respectfully.

We will respond accordingly with an explanation or an apology depending on the complaint, investigation and outcome.

We learn from our complaints; we use them to improve and monitor at Board level.

We will ensure the information we collect about you is used for administration purposes, recording your donations, confirming your contact preferences and consent, and for fundraising and marketing appeals.

We promise never to sell or swap your details.

We follow best practice on all Fundraising Complaints.

We are committed to upholding the **Charities Regulator's Guidelines for Charitable Organisations on Fundraising from the Public** and best practice through all our fundraising activities. This includes adhering to Data Protection Laws. If you have a complaint regarding a communication you have received please follow the 'How to Lodge a Complaint' below.

How to lodge a complaint

You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the appropriate member of staff at +353 (0) 1 677 5188.

Alternatively you can write us via post, email or you can come to our office:

Ethiopiaid Ireland

The Boat House,

Bishop Street,

Dublin 8

Tel: 01 677 5188

Email: support@ethiopiaid.ie – please put ‘Complaint’ in the subject line

What happens next?

If your complaint is received over the phone we will endeavour to address it on the call (where possible).

If it is received by email or post we will endeavour to acknowledge it within two to five days and seek to address any complaints within ten working days.

If a full response cannot be given within ten working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

What to do if you are still unhappy

If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing, to the Executive Director:

Ms Eufemia Solinas, Executive Director, Ethiopiaid Ireland, The Boat House, Bishop Street, Dublin 8.

The Executive Director will endeavour to reply to you within two to five working days of receipt of your letter.

If you still remain unsatisfied of our response, we will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members. You will be notified of the next Board meeting and a subsequent reply.

Finally, if you feel that Board’s response is not satisfactory, we can direct you to an independent group, depending on the nature of the complaint, who will assess your complaint in an objective manner.