

## **Feedback and Complaints regarding Fundraising**

Daisyhouse Housing Association 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. Daisyhouse Housing Association 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.

### **To make a complaint:**

#### **STEP ONE**

If you do have a complaint about any aspect of our work, you can contact Daisyhouse Housing Association in writing or by telephone. In the first instance, your complaint will be dealt with by our Fundraising and Communications Manager.

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:

**Fundraising and Communications Manager  
Daisyhouse Housing Association,  
6 Emor Street,  
Portabello,  
Dublin 8**

Tel: **014546078**

Email: **info@daisyhouse.org**

We are open 5 days a week from 9.00 am to 5.00 pm (Monday to Friday)

### **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.

## **STEP TWO: IF THE COMPLAINT IS NOT RESOLVED**

If you are not happy with our response from the Communications and Fundraising Manager, you may get in touch again and contact our Chief Executive Officer by writing (email or post).

Please give us as much information as possible on the issue, including your previous correspondences with Daisyhouse Housing Association on this issue, in your letter or email.

It would also be most helpful if you could let us know how you would like us to respond and rectify the problem, providing relevant contact details.

Write to:

Chief Executive Officer  
Daisyhouse Housing Association  
6 Emor Street  
Portabello  
Dublin 8

Tel: **01 454 6078**

Email: **[info@daisyhouse.org](mailto:info@daisyhouse.org)**

You will receive confirmation of receipt of your complaint within 10 working days.

If the problem is of a complex nature it may take longer than 10 days to solve; we will let you know what is being done and approximately how long this will take.

The Chief Executive Officer will consider complaints and will respond accordingly.

## **Feedback and complaints regarding services or other areas**

If your complaint is not regarding fundraising practices, please call 01 454 6078.