

Feedback and Complaints regarding Fundraising

What to do if you have feedback?

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

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Ena Norris

Daisyhouse Housing Association

6 Emor Street

Portobello

Dublin 8

Phone: 01 453 6763

E-mail: ceo@daisyhouse.org

We are open 5 days a week Monday to Friday 9am – 5pm

Handling Feedback and Complaints

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.

If you have feedback or 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 Chief Executive (or other named office holder with sufficient seniority to address the complaint). 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:

Ena Norris

Daisyhouse Housing Association

6 Emor Street

Portobello

Dublin 8

Telephone: 01 4536763

Email: ceo@daisyhouse.org

We are open 5 days a week Monday to Friday 9am – 5pm

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 by writing to the Daisyhouse housing Association's Chairperson.

The Chairperson 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

Board of Directors

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 Board of Directors who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

Write to:

Alan Tracey (Chair)

Board of Directors
Daisyhouse Housing Association
6 Emor Street
Portobello
Dublin 8
Telephone: 01 4536763
E-mail: atracey@knowledge.ie
Website: www.daisyhouse.org

What happens next?

You will receive confirmation of receipt of your complaint within 10 working days. The Board of Directors will consider complaints and will respond according to its own procedures.

Feedback and complaints regarding services or other areas

If your complaint is not regarding fundraising practices please call 01 4526763