

## Handling Feedback and Complaints

Mercy International 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. Mercy International Association welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint and give feedback;
- 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 with respect to opinions;
- We learn from complaints, use them to improve, and monitor them at our Board.

## If You Have Feedback or a Complaint

If you do have any feedback, or a complaint about any aspect of our work, you can contact the Mercy International Association by email, by post, by telephone. In the first instance, your feedback or complaint will be dealt with by a staff member who will resolve the issue, or forward it to the most appropriate person to respond. 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.

### Please contact:

The Chief Executive Officer  
Mercy International Association  
64A Lower Baggot St Dublin 2 Ireland  
Telephone 00353 1 6618061  
Email: [ceo@mercyinternational.ie](mailto:ceo@mercyinternational.ie)

We are open Monday to Friday from 8.30am to 5.00pm.

## What Happens Next?

If you pass on feedback or a complaint in person or over the phone, we will try to resolve the issue there and then. Similarly, if you contact us by email or in writing we will endeavour to respond within a period of 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 a Complaint is Not Resolved to your Satisfaction?

If you are not happy with our response, please do request that your fundraising complaint is forwarded to the CEO. The CEO will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

## Monitoring Group

Ideally in the first instance you should address your complaint to the Association as outlined above. You may however at any stage make your complaint in writing to the Monitoring Group who oversee the charities compliance with any Government body established to consider such matters.