



Handling Feedback and Complaints

AkiDwA 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.

AkiDwA 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 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 the organisation in writing or by telephone.

In the first instance, your complaint will be dealt with by head of operations and strategy. 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:

Head of Operations and Strategy
Unit 2 Killarney Court,
Buckingham Street,
Dublin 1, Ireland.

Telephone: +353 (0)1 8349851

Email: info@AkiDwA.ie

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 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.

If you are not happy with our response, you may get in touch again by writing to AkiDwA's Chairperson (give name and contact details here). 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:

Ideally in the first instance you should address your complaint to AkiDwA as outlined above. You may however at any stage make your complaint in writing to the Charities Regulator who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

Address:

Charities Regulator
3 George's Dock
IFSC
Dublin 1
DO1 X5X0

DOCUMENT CONTROL	
Document Status:	Complete
Document Approved by:	AkiDwA's Board of Management
Approval Date:	6 th April 2019
Revision Date:	January 2021

DOCUMENT REVIEW HISTORY		
Date	Reviewed by	Document Amended Yes/No
24 July 2021	SM and legal intern	Yes