Christian Aid Ireland

Complaints and Feedback

Christian Aid 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.

Christian Aid 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 that calls for a response
- we treat this seriously whether it is made by telephone, letter, email or in person
- we deal with this 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
- we learn from complaints, use them to improve and monitor them at our board.

If you have feedback or a complaint

f have a c laint ab t an as ect f r rk, can c ntact th C ke, Head f F ndraising and rter ngage ent, in riting r b tele h ne

In the first instance, your complaint will be dealt with by our chief executive (or other member of our management group 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:

Christian Aid
Unit 2, Bellsbridge Office Park, 100
Ladas Drive, Belfast, BT6 9FH
Tel: 028 9064 8133

Email: RCooke@christian-aid.org

OR

Christian Aid
19-21 Denzille Lane, Dublin 2, D02 WT72
Tel: 01 496 7040
Email: RCooke@christian-aid.org

We are open five days a week from 9.30am to 5pm, (4.30pm on Friday) and closed between1pm and 2pm each day.

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 seven 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 Chair of the Christian Aid Ireland Board, who will ensure that your appeal is considered at board level and will respond within two weeks of its consideration by board members.

NI charity no. NIC101631 company no. NI059154 and ROI charity no. 20014162 company no. 426928.