

Handling Feedback and Complaints

The Gary Kelly Cancer Support Centre 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.

The Gary Kelly Cancer Support Centre 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 Mr. Gerard Hoey (see contact details below) in writing or by telephone.

In the first instance, your complaint will be dealt with by our Chair (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: Mr. Gerard Hoey
 Board of Trustees
 Gary Kelly Cancer Support Centre
 George's Street
 Drogheda, Co. Louth
 Tel: 041 9805100

We are open 5 days a week, Monday to Thursday 9.00am through to 5.00pm, Friday 9.00am to 4.30pm

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 give feedback by email or in writing we will always acknowledge your communication within 7 days, and do everything we can to resolve it within 14 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, we suggest you may get in touch again by writing to the Complaints Manager, Gary Kelly Cancer Support Centre, George's Street, Drogheda, Co. Louth. The Manager will ensure your appeal is considered at Board level and will respond within 2 weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two

Monitoring Group

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

What happens next?

You will receive confirmation of receipt of your complaint within 7 working days. The Monitoring Group will consider complaints' and will respond according to its own procedures.