

### **7.3 Feedback and Complaints Policy and Procedures**

In keeping with our core values and Contributor Charter and in alignment with *The Guidelines for Charitable Organisations on Fundraising from the Public* issued by the Charities Regulatory Authority and with the Charities Institute Ireland Fundraising Codes of Good Practice (Cii Codes), The Care Trust DAC ('TCT') has adopted the Complaints Policy set out below.

#### **Definition of Complaint**

A complaint is when a Contributor or potential Contributor, i.e., a member of the general public, raises an issue with the Company because he / she is unhappy with an aspect(s) of our service / activities.

**Routine queries** are not complaints and are responded to by the Company's Administration staff in the normal way.

**Compliments / Observations** are not complaints but are welcomed by the Company and will be responded to and logged for future record.

The senior management person within the Company with overall responsibility for feedback and complaints is the Director of Lottery Operations & Marketing. Queries relating to how funds raised are allocated or how Fundraising Representatives are paid / incentivised should be referred to the Director of Lottery Operations & Marketing.

#### **Complaints Policy**

- The Care Trust takes complaints seriously and deal with them promptly.
- As a general rule, complaints will be responded to within 2 working days.
- Complaints unlikely to be responded to within 2 working days will be acknowledged as received and the complainant will be advised of requirement to investigate and will be given a target response time not exceeding 7 working days.
- The person who first fields a complaint will inform the person making the complaint that he / she can expect further contact within 2 working days.

- TCT maintains a Complaints Register with details of all complaints received including steps taken to resolve them and any resultant corrective actions / procedural changes implemented.
- Details of complaints that have or are suspected of having fraud implications will be recorded on the Fraud Register and dealt with under TCT's Fraud Policy.
- Personal details of persons making complaints or persons who are the subject of complaints will be treated as confidential and will only be disclosed, as appropriate, where necessitated by investigation / reporting requirements.

### **Complaints Procedures**

- Administration staff answer telephone calls, emails, post and greet office callers.
- Queries and complaints are recorded and copied, via email, to the Senior Management Team (SMT) for response and for recording, where appropriate.
- Administration staff respond to routine queries, e.g., fundraiser authenticity checks, or confirmation of contributor account details. Response time can be immediate or up to a maximum of 2 working days.
- Queries and complaints requiring investigation rather than routine checking will be progressed by SMT. Such complaints will be acknowledged on receipt, a target response time not exceeding 7 working days will be set and regular contact will be maintained with complainant in the event it is necessary to exceed this target.
- Complaints relating to TCT representatives / employees will be investigated in accordance with the principles of natural justice and disciplinary action / other sanctions will be applied only where warranted.
- Complainants who are dissatisfied with the response to any queries / complaints raised under the foregoing procedures may appeal to the CEO of The Care Trust.
- As appropriate, complaints will be highlighted as critical learning / communication opportunities to improve TCT's profile and operating standards.
- Where appropriate, operating policies / procedures will be amended to reduce or eliminate the incidence of particular complaints.
- Complaints and the Fraud Registers are both routinely updated and subject to periodic review by internal and external auditors as well as by TCT's Board.