

7.2 The Care Trust Contributor Care Policy

The Contributor Care Policy of The Care Trust DAC (‘TCT’) is motivated by:

- Respect and appreciation for our many Contributors who through their ongoing support enable TCT to fulfil its ongoing commitments to its beneficiaries: The Central Remedial Clinic, Rehab and the Mater University Hospital
- the requirement to protect and enhance the reputation of our beneficiaries
- the requirement to develop awareness and respect for The Care Trust as a quality and authentic brand in the community
- the requirement to retain existing Contributors and attract new Contributors
- the requirement to promote the highest standards of performance through collaboration, communication and team work within and across the various functions within the Company and within our beneficiary organizations
- the requirement to promote mutually beneficial relationships with key service providers
- the requirement to ensure compliance with relevant legislative provisions

Feedback and Complaints Procedure

The Care Trust recognises and endorses the right of Contributors, prospective Contributors and members of the general public to raise queries or complaints with the Company or to make comments on aspects of the Company’s operations.

TCT values genuine feedback as it can help to highlight potential or actual problem areas and can identify opportunities for the improvement of communications to Contributors, prospective Contributors, the general public and also within the Company and to our beneficiaries. Lessons learned in the course of resolving complaints are reflected in ongoing changes to our induction training documents / programmes and operating procedures.

We have aligned our Feedback and Complaints Policy & Procedure 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). We maintain a Complaints Register; this is subject to review by internal and external auditors and by TCT's Board of Directors. We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response. All complaints / comments received are acknowledged and responded to within 2 working days. The senior management person within the Company with responsibility for the Feedback and Complaints Procedure is the Director of Lottery Operations and Marketing.

How to make a complaint or submit comments:

An individual may contact us by: Telephone 01 2000060

Email thecaretrust@give.ie

Fax 01 2000061

Post The Care Trust, College House, 71/73 Rock Road, Blackrock, Co Dublin

Visit our Head Office at the above address

How queries and complaints are processed:

- Administration staff answer the telephone, receive emails, post, and meet and greet callers to the office.
- All queries and complaints are copied, via email, to Senior Management (SMT).
- Administration will 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 the 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 the complainant in the event it is necessary to exceed this target.
- Complaints relating to representatives / employees of The Care Trust will be investigated in accordance with the principles of natural justice and disciplinary action / other sanctions will be applied only where it is shown to be warranted.
- Complainants who are dissatisfied with the response to any queries / complaints raised under the foregoing procedures may appeal to the CEO of TC T.