

# FEEDBACK & COMPLAINTS

Registered Charity Number (RCN) : 20204551



Banna Rescue is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. The Unit listens and responds to the views of the general public and our supporters so that we can continue to improve. Banna Rescue welcomes both positive and negative feedback. Therefore the Unit aims to ensure that:

- It is as easy as possible to make a complaint.
- It treats as a complaint any clear expression of dissatisfaction with our operations which calls for a response.
- It treats seriously any complaint whether it is made by telephone, letter, fax, email or in person.
- It deals with complaints quickly and politely.
- It responds accordingly - for example, with an explanation, or an apology where the Unit has gotten things wrong, and information on any action taken etc.
- It learns from complaints, uses them to improve, and monitor them at our management level.

## WHAT TO DO IF YOU HAVE FEEDBACK ?

If you do have a complaint about any aspect of our service, you can contact Brian Crean (Unit Secretary) in writing or by telephone. In the first instance, your complaint will be dealt with by our Chairman, Thomas Ward. 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

The Secretary, Banna Rescue, The Boathouse, Banna, Ardfert, Co. Kerry. V92 AXN6

Tel : 086 208 3467

e-mail : [info@bannarescue.org](mailto:info@bannarescue.org)

## 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 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.

If you are not happy with our response to your complaint, you may get in touch again by writing to Thomas Ward, Chairman. The Chairman will ensure that your appeal is considered at a meeting of the management team and will respond within 14 days of consideration by committee members.

## WHAT IF THE COMPLAINT IS NOT RESOLVED ?

Ideally we hope we can address your complaint satisfactorily. However, if you are still unhappy with our response, you can escalate your complaint, at any stage, to the **Charities Regulator** who oversees Banna Rescue's compliance with the Guidelines for Charitable Organisations on Fundraising from the Public. If you wish to contact them regarding a concern, you must complete the [online concerns form](#)