



Donor Complaints and Feedback Procedure

Aware 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.

Aware 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 when 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 meetings

If you have feedback or a complaint regarding our fundraising activities please contact Aware's head of fundraising, Mr Amo Sayed in writing or by telephone.

Mr Amo Sayed
Head of Business Development and Fundraising
Aware
72 Lower Leeson Street
Dublin 2

Tel: 01 237 4920
Email: amo.sayed@aware.ie

If you wish to take your complaint further, or if it is a non-fundraising related comment, please write to the Chief Executive Officer.

Mr Dominic Layden
Chief Executive Officer
Aware
72 Lower Leeson Street
Dublin 2

Tel: 01 661 7211
Email: dominic.layden@aware.ie

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.

What happens then?

If you complain in person or over the phone, we will try and 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 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 the response from either the head of fundraising or the chief executive, then you may get in touch with Aware's chairperson. The chairperson, Mr Alan Morris will ensure that your appeal is considered at board level and will respond within two weeks of this consideration by board members.