

## **Donor/ Public Feedback and Complaints Procedure**

The Oesophageal Cancer Fund has procedures in place to enable interested parties to notify the organisation of their wishes, comments and complaints. These procedures include systems to ensure that all feedback (including any complaints) are responded to and addressed within a specified timeframe. Public or donor queries or complaints should, in the first instance, be addressed to the Oesophageal Cancer Fund. Where the charity's response does not satisfy the complainant, s/he will have clear information about the next level of the complaints procedure.

All matters of illegality will be addressed immediately to An Garda Síochána.

### **Donor/ Public Feedback**

If you do have feedback about any aspect of our work, you can contact Oesophageal Cancer Fund by email on [info@ocf.ie](mailto:info@ocf.ie).

You can also contact Oesophageal Cancer Fund in writing or by telephone to; You can also contact Oesophageal Cancer Fund in writing to 16 Merville Road Stillorgan Co Dublin or call us on 086 069 7328

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.

Our office is open 5 days a week Mon- Fri from 9.00 am to 5.00 pm, each day.

### **Donor/ Public Complaint**

If a donor or prospective donor has a complaint the purpose of the donor complaints procedure is to enable donors or prospective donors to express any problems or concerns that they may have, and to have these resolved quickly and satisfactorily. The Oesophageal Cancer Fund wishes to ensure that each individual is treated equally and fairly and that consistency can be exercised in the event of a complaint about our work.

#### **Stage One – Informal level - Local Resolution of your Complaint**

A verbal / written complaint may be made to any staff member and may be resolved at an informal level where the complainant is satisfied that their complaint has been resolved.

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.

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 5 working days, and do everything we can to resolve it within 14 working days. If this is not possible, we will explain why and provide a new deadline.

#### **Stage Two – Written Complaint (Pre-Investigation)**

If you do not feel your complaint has been adequately resolved we will refer your complaint to our Chief Executive Officer who will acknowledge your complaint within 5 working days, and do everything they can to resolve it within 14 working days. If this is not possible, they will explain why and provide a new deadline.

You can make a formal complaint by writing to the CEO at The Oesophageal Cancer Fund, 16 Merville Road Stillorgan Co. Dublin or by emailing [complaints@ocf.ie](mailto:complaints@ocf.ie) letting us know that you wish to make a formal complaint and that it has not been resolved yet through talking to our staff.

#### **Stage Three – Written Complaint (Investigation)**

Where a written complaint is not resolved at the pre-investigation stage (stage two) an investigation will be undertaken by the Chairperson of the Board (if there has been a pre-investigation stage carried out by the CEO). If extensive investigation is required, the complainant should receive a progress report every 20 days.

Should you wish to make a complaint and you do feel comfortable with contacting a staff member you can go directly to the Chairperson of the Board with your complaint by contacting [chairperson@ocf.ie](mailto:chairperson@ocf.ie)

**How long will it take?**

We try to resolve all complaints within 30 days but if it is very complicated, we endeavour to conclude all investigations within 6 months of the receipt of the complaint.

**External Investigation**

If the complainant is unhappy with the final outcome of the organisations investigation of the complaint, they may approach the Charities Regulator to seek further advice relating to the complaint.

**Our Charity Registration details are**

The Oesophageal Cancer Fund - Registered Charity Number: 20047726 CHY Number: 14542