



## **Roscommon SPCA Complaints & Feedback Procedure**

The Roscommon SPCA is committed to ensuring that all our communications with our supporters and the general public are of the highest possible standard. We are dedicated to ensuring we uphold our honest and transparent reputation, and as a charitable organisation aim to achieve the highest standards in fundraising practice. Roscommon SPCA is affiliated to the ISPCA.

We listen and respond to the views of our supporters and of the general public so that we can continue to improve.

Although we strive to meet the needs of our supporters/members of the public there may be times when we receive complaints.

To meet these requirements we have a complaints procedure which will allow us to monitor views and to make changes when appropriate.

### **What is a complaint?**

If a supporter/member of the general public raises an issue either verbally/in writing/webmail indicating he/she is unhappy with any aspect of our work – then it is a complaint.

As part of our compliance with the guidelines of Fundraising Practice, 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.
- We treat it seriously whether it is made by telephone, letter, fax, email or in person.
- We deal with any complaint quickly & politely.
- We respond appropriately with actions taken to rectify the complaint and/or further information if requested.
- We learn from complaints, use them to improve our supporter care, and monitor them at management and Board level.

### **How a complaint can be made**

Supporters/members of the public can make a complaint about our fundraising firstly to the Roscommon SPCA by either:

- Writing to Chair, Roscommon SPCA, PO Box 10, Castlerea, Co. Roscommon
- Emailing [spca@roscommonspca.ie](mailto:spca@roscommonspca.ie)

### **Escalation of Complaints**

If a complaint is not resolved the complainant is advised to seek advice from our CEO, Dr. Andrew Kelly. Email [kelly@ispca.ie](mailto:kelly@ispca.ie)