



Feedback and Complaints

Feedback and Complaints regarding Fundraising

South Tipperary Hospice feels its of utmost importance that all communication with the public is of the highest standard. We welcome and respond to all queries, comments and feedback so that we can continue to grow, learn, improve and build a rapport with the larger community. South Tipperary Hospice ensures that:

- There is clear and easy way to make a complaint.
- The complaint is responded to and acknowledged and heard promptly with respect.
- We respond with an explanation, an apology and information on the next step that needs to be taken.
- A follow up to check in happens within 2 weeks after response.

Steps to send Feedback or a complaint

Email – southtipphospice@gmail.com

Contact us Monday to Friday 9am to 5pm

- If the complaint is over the phone or in person, we will try to resolve the issue straight away. If the complaint is by email or in writing we will acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If it's not possible, we will explain why and provide a new deadline.
- If the complaint is not resolved and if you are not happy with your response, you may get in touch again in writing to the Chairperson of South Tipperary Hospice. The Chairperson will ensure that your appeal is considered at Board level and will respond within 2 weeks of this consideration of Board members.
- Ideally, in the first instance you should address your complaint to the Organisation outlined above. You may however at this stage make your complaint to the Charities Body Regulator who oversee charity compliance with the guidelines for the Charitable Organisations on Fundraising from the public.

South Tipperary Hospice Movement, 3 Mandeville House, The Quay, Clonmel, Co. Tipperary E91 DP11.

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