

Handling Feedback and Complaints in relation to donations from the public

The Counselling Centre 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.



As an organisation we welcome both positive and negative feedback. Therefore we aim to ensure that:

- It's as easy as possible to make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operation 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 where 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.

If you have feedback or a complaint in relation to fundraising / a donation – Step One,

If you do have a complaint about any aspect of our fundraising work, you can contact Cork Counselling Services in writing or by telephone.

In relation to complaints about fundraising your complaint will be dealt with by our Director of Development – Catriona Hogan. Please provide as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

Catriona Hogan
Director of Development
The Counselling Centre
7 Fr Mathew Street,
Cork

Telephone: +353 (0)21 427 4951
Fax: +353 (0)21 427 0526
Email: chogan@thecounsellingcentre.ie

We are open Monday to Thursday from 9.00 am to 5.00 pm and on Friday from 9.00am to 4.00pm, and closed between 1.30 pm and 2.00 pm each day for lunch.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue as soon as possible. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 working days, and do everything we can to resolve it within 21 working 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 our response, you may get in touch again by writing to:

The Chairman,
The Counselling Centre
7 Fr Mathew Street,

The Chairman will ensure that your appeal is considered at Board level and will respond within four weeks of this consideration by Board members.