

Central Remedial Clinic Fundraising Complaints Procedure

Feedback and Complaints

We are committed to providing quality services for people attending the Central Remedial Clinic.

It is CRC policy to:

- Welcome feedback on our services
- Aim to resolve complaints as near to the source of the contact as possible
- Investigate fully all relevant complaints
- Safeguard the rights and dignity of both service user and staff member
- Use the learning from service user feedback to enhance the quality of the service we provide

CRC will do its utmost to ensure confidentiality of those wishing to raise concerns or make complaints.

If you wish to comment, compliment or complain about any aspect of the service you have received in the Central Remedial Clinic, please download our guide to making Comments, Compliments and Complaints.

If you have feedback or a complaint about our fundraising

If you have a complaint about CRC fundraising, you can contact CRC by calling, in writing, by e-mail or by telephone.

In the first instance, your comment will be dealt with by Stephanie Manahan, the CEO. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Stephanie Manahan
Penny Ansley Building
Vernon Avenue
Clontarf
Dublin 3

Tel: +353 (01) 8542319
Email: smanahan@crc.ie

We are open 5 days a week from 8.45am to 5.15pm.

What happens next?

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 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 our response, you may get in touch again by writing to the Company Secretary, Therese Allen. She will ensure that your appeal is considered at the highest level and will respond within two weeks of this consideration.

Contact:

Therese Allen
Company Secretary
Penny Ansley Building
Vernon Avenue
Clontarf
Dublin 3

Tel: +353 (01) 8542316

Email: tallen@crc.ie

Monitoring Group - ICTR

Ideally in the first instance you should address your complaint directly to the Central Remedial Clinic as outlined above. You may however at any stage make your complaint in writing to the Monitoring Group who oversee charities' compliance with the Statement of Guiding Principles for Fundraising.

Write to:

The Monitoring Group
ICTR
85 Merrion Square South
Dublin 2.

Please visit www.ictr.ie for updates and more information.