

## Complaints and Feedback Procedure

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Brighter Communities Worldwide is very thankful for the generosity of supporters and the general public. We are committed to ensuring we live up to our reputation as a respectful, honest and open organisation, and we aim to continue to achieve the highest standards in fundraising practice.

Brighter Communities Worldwide listens and responds to the views of the general public and our supporters so that we can continue to improve in this regard.

Brighter Communities Worldwide welcomes both positive and negative feedback as this allows us to develop and grow as an organisation dedicated to the fulfillment of our mission statement.

Therefore we aim to ensure that:

- It is as easy as possible to make a complaint and give feedback about any aspect of our operations.
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- We treat feedback and complaints seriously whether made by telephone, letter, email or in person;
- We deal with it quickly and politely
- We respond appropriately to the situation, and with respect to opinions
- We learn from complaints, use them to improve, and monitor them at management level.

### Steps to sharing feedback or making a complaint

- If you want to share feedback with us or you do have a complaint about any aspect of our work, you can contact Brighter Communities Worldwide by email, by post, by telephone or in person.
- 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.
- Contact Details for Brighter Communities Worldwide:
  - Postal Address:** Brighter Communities Worldwide,  
No 4 The Crescent,  
MillRoad,  
Midleton,  
Co. Cork,  
Ireland
  - Email:** [info@brightercommunities.org](mailto:info@brightercommunities.org)
  - Telephone:** +353 21 4621748
- If you pass on feedback or complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you contact us by email or in writing we will always respond within a maximum period of 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 a complaint is not resolved to your satisfaction?

If you are not happy with our response, you may request that your fundraising complaint is forwarded to the Chief Executive Officer. The Chief Executive Officer will ensure that your appeal is considered at the highest level and will respond within two weeks of this consideration.

If you are not satisfied with the manner in which your complaint is handled you have the right to raise your concern with the Charities Regulator. [www.charitiesregulatoryauthority.ie](http://www.charitiesregulatoryauthority.ie)