

Camara Education's Fundraising Feedback and Complaints Procedure

Camara Education 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.

Camara Education welcomes both positive and negative feedback. Therefore 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 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:

Contact Camara Education

If you do have any feedback or a complaint about any aspect of our work, you can contact Camara Education in writing or by telephone.

In the first instance, your comment will be dealt with by our Chief Executive or in his absence by our Head of Partnerships.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details to:

John Fitzsimons
Camara Education
Chapelizod Industrial Estate
Dublin 20
Ireland
Tel: +353 1 652 2665
Email: complaints@camara.org

We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00pm each day.

What happens next?

If you provide feedback or submit a complaint in person or over the phone, we will try to resolve the issue there and then. If you submit a complaint 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 Camara Education's Director of Partnerships or Chief Executive. The Director of Partnerships or Chief Executive will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Camara Education's Chairperson at the above address. The Chair will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.