



### **Donors Complaints and Feedback Procedure**

Embrace Farm is committed to ensuring that all 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.

Embrace Farm 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.

#### *Procedure:*

If you have any feedback or complaint regarding our fundraising activities, please contact Embrace Farm's secretary, Mrs Norma Rohan, in writing or by telephone.

Norma Rohan

Embrace Farm, C/O Annegrove House, Mountrath, Co. Laois

Phone: 085-7709966

Email: [embrace.farm@gmail.com](mailto:embrace.farm@gmail.com)

#### *What happens next?*

If you complain by phone or in person, we will try to resolve your issue there and then. Similarly, if you complain by email or letter, we will always acknowledge your complaint within 7 days, and do everything to resolve it within 21 days. If this is not possible, we explain why and provide a new deadline.

#### *What if the complaint is still not resolved?*

If you are not happy with the response from our secretary, then you can get in touch with the Chairperson of Embrace Farm. The Chairperson, Brian Rohan, will ensure that your appeal is considered at Board Level.