

Handling Feedback and Complaints

World Vision Ireland 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.

World Vision 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 meetings.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact our Customer Care Manager Rosaleen Tarleton in writing or by telephone.

In the first instance, Rosaleen will deal with your complaint. 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.

Her contact details are:

Rosaleen Tarleton
Customer Care Manager
World Vision Ireland
The Mews
Garland House
Rathmines Park
Dublin 6

Tel: 01 – 498 0800

Fax: 01 – 498 0801

Email: rosaleen_tarleton@wvi.org

We are open 5 days a week, Monday to Thursday 9am - 5.30pm and Friday 9am - 4.30pm, and are closed between 1pm and 2pm each day.

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 2 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 World Vision's Chairman (William Prentice, World Vision Ireland, The Mews, Garland House, Rathmines Park, Dublin 6). The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two

Monitoring Group

Ideally in the first instance you should address your complaint World Vision Ireland 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 (www.ictr.ie).

The Monitoring Group is currently being appointed and once in operation we will post the contact details here.