



Feedback and Complaints Procedure

Active Retirement 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.

Active Retirement Ireland 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 from a named person which calls for a response
- We treat a complaint seriously whether it is made by telephone, letter, 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

How to make a complaint

If you do have a complaint about any aspect of our fundraising work, you can contact Active Retirement Ireland in writing or by telephone. In the first instance, your complaint will be dealt with by our Chief Executive, Maureen Kavanagh. 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.

Write to: Maureen Kavanagh, CEO, Active Retirement Ireland, 124 The Capel Building, Mary's Abbey, Dublin 7. Tel: 01 873 3836 Email: mkavanagh@activeirl.ie

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 can write to the Active Retirement Network Ireland board. Your appeal will be considered at a board level and they will respond within two weeks of this consideration.