

SELF HELP AFRICA's Feedback & Complaints Procedure

Complaints and Feedback Procedure

As a valued supporter of SELF HELP AFRICA, we know it is important that we facilitate any feedback or complaints that you may have. If, for any reason, you should feel aggrieved then we will endeavor to do our utmost to make sure that we come to a satisfactory solution. It is important that we learn from our mistakes so your feedback is very important to us.

SELF HELP AFRICA 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 to and respond to the views of the general public and our supporters so that we can continue to improve.

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 within our operations which calls for a response
- We treat any feedback or complaint seriously whether it is made by telephone, letter, fax, email or in person
- We will deal with it quickly, politely and respectfully
- We will respond accordingly - for example with an explanation or an apology where we have gotten things wrong and information on any action taken etc.
- We learn from our complaints, use them to improve and monitor at management level

If you do have a complaint

If you have a complaint about any aspect of our work you can contact **Louise Rogan in Ireland or Wendy Brawn in UK** by email, telephone or in writing (see contact details below) or any member of staff can be contacted to record your complaint and ensure that it is passed on to the appropriate person for response.

If your complaint is received over the phone we will endeavour to have it resolved there and then (where possible), if it is received by email, fax or post we will acknowledge it within 5 days and do everything to resolve any complaints within 10 working days. **Write / Email / Telephone to:**

Louise Rogan
SELF HELP AFRICA
Knightsbridge House
Parkgate Street
Dublin 1
Ireland

Wendy Brawn
SELF HELP AFRICA
Westgate House
Hills Lane
Shrewsbury SY1QU
UK

or Tel. +353 (0) 578694034

or email info@selfhelpafrica.org

If you are not happy with our response you may get in touch again by writing to SELF HELP AFRICA's Chief Executive Officer. The CEO will ensure that your appeal is considered at senior management level and will respond within two weeks of this consideration by its members.

It could also be referred up to Board level by the CEO. You will be notified of the next Board meeting and a subsequent reply.