



# ETHIOPIAID

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## Donor Complaint Policy

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### **Handling Feedback and Complaints**

Ethiopiaid 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. Ethiopiaid 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, 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**

If you do have a complaint about any aspect of our work, you can contact our office. In the first instance, your complaint will be dealt with by our Executive Director. Please provide as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

We are a small organisation with only two members of staff. We will endeavour to respond as quickly as possible to any queries, but there may be certain times during the year when it may take a little longer. In order to make it as easy as possible, email queries are preferred, but you can use any channel you wish.

## **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 try to 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.

## **Contact details**

Contact:

Eufemia Solinas,  
Ethiopiaid,  
20 Harcourt Street,  
Dublin 2.

[eufemia@ethiopiaid.ie](mailto:eufemia@ethiopiaid.ie) / 01 677 5188

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