

Habitat for Humanity Ireland's Feedback and Complaints Procedure

Feedback and Complaint Procedure Habitat for Humanity 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. Habitat 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 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 Board level.

If you have feedback or a complaint

If you do have a complaint about any aspect of our work, you can contact our Programme Support Officer, Clare Cullen, in writing or by telephone.

In the first instance, your complaint will be dealt with by Clare.

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: Clare Cullen Habitat for Humanity Ireland Unit F, The Liffey Trust Centre
117-126 Upper Sheriff Street Dublin 1

Tel: 01 531 0033

Email: clare@habitatireland.ie

"Building a world where everyone has a simple, decent place to live"

PATRON: Michael D. Higgins, President of Ireland

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A list of members of our Board of Directors can be found on our website.