

Complaints & Feedback Policy

Wildlife Rehabilitation Ireland wants to exceed your expectations in everything we do. However, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

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We take complaints very seriously and we treat them as an opportunity to develop our approach. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We will acknowledge your complaint within 5 working days.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints and feedback to help us to improve what we do.

How to make a complaint

If you do have feedback or a complaint about any aspect of Wildlife Rehabilitation Ireland's work, you can contact the CEO by post or by email.

In the first instance, your feedback/complaint will be dealt with by Wildlife Rehabilitation Ireland's CEO.

Please give us as much information as possible and let Wildlife Rehabilitation Ireland know how you would like us to respond to you, providing relevant contact details.

Complaints should where possible be in writing and sent to:

CEO, Wildlife Rehabilitation Ireland, 10 High Meadows, Duleek, Co Meath, A92 R1H5

Or emailed to enquiries@wri.ie

Process

All complaint information will be handled sensitively.

When we receive a complaint from a person we make up a file containing the details of the complaint. We usually have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

What if the complaint is not resolved?

If you are not happy with Wildlife Rehabilitation Ireland's response, you may get in touch again by writing to Wildlife Rehabilitation Ireland's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by our Board.

Complaints about Wildlife Rehabilitation Ireland's fundraising practices

Wildlife Rehabilitation Ireland is committed to the highest standards in fundraising practice. You can read our fundraising policy.

Complaints should be made to Wildlife Rehabilitation Ireland within 12 weeks of the fundraising incident or communication about which the complaint is made.

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If you do not feel that your concerns have been resolved satisfactorily by Wildlife Rehabilitation Ireland, you can refer your complaint to the Charities Regulator <https://www.charitiesregulator.ie/>

Complaints about how we look after your personal data

Wildlife Rehabilitation Ireland are committed to keeping your personal details safe. For information on how and why we use your personal data, in accordance with the General Data Protection Policy (GDPR), please see our Privacy Policy.