



## **Cuan Mhuire Donor Complaints Procedure**

At Cuan Mhuire we take complaints about our fundraising seriously. The following is an easily accessible way for you to share any concerns or complaints about our fundraising work. We commit to processing all such complaints with care and integrity. All feedback of this nature assists us in continually improving our engagement, communication with and stewardship of our supporters. We thank you for not only your support but also for bringing any issue to our attention.

In the first instance, please communicate directly with the Philanthropy Department:

***By Post:***

***Philanthropy***

***Cuan Mhuire***

***Athy, County Kildare, R14 XH79***

***By Email: [donorrelations@cuanmhuire.ie](mailto:donorrelations@cuanmhuire.ie)***

***Telephone: 059 863 1493***

If you feel our initial response does not adequately address your complaint, you are invited to contact our Chief Executive Officer by post or email:

***CEO***

***Cuan Mhuire***

***Athy, County Kildare, R14 XH79***

***Email: [athy@cuanmhuire.ie](mailto:athy@cuanmhuire.ie)***

If your complaint is not resolved at this stage, please write to the Chair of Cuan Mhuire, by post or email:

***The Chair***

***Cuan Mhuire***

***Athy, County Kildare, R14 XH79***

***Email: [athy@cuanmhuire.ie](mailto:athy@cuanmhuire.ie)***

The Chair of Cuan Mhuire will consider your complaint at Board level and respond directly to you.

If you are not satisfied with the manner in which your complaint is handled by Cuan Mhuire, please be advised of your right to raise a concern with the Charities Regulator, at any point in this process:



**Charities Regulator**

**3 George's Dock**

**IFSC**

**Dublin 1**

**D01 X5X0**

**Ireland**

**Phone**

**01-6331500**

**Email**

**[info@charitiesregulator.ie](mailto:info@charitiesregulator.ie)**

For UK based donors you have the right to make a complaint to the Fundraising Regulator at any point in this process, please visit [Make a complaint | Fundraising Regulator](#) to make a complaint about Cuan Mhuire NI fundraising using the Fundraising Regulator's online Complaint Form.

**Cuan Mhuire will acknowledge any fundraising complaint received within fourteen days of receipt and respond as quickly as possible to the complainant.**

**Cuan Mhuire Athy, County Kildare, R14 XH79**

**Tel: 059 863 1493 E: [athy@cuanmhuire.ie](mailto:athy@cuanmhuire.ie)**

*Cuan Mhuire sees the goodness in everyone who comes to our centres and supports them on their journey from addiction to hope.*