



# DRCC feedback & complaints policy for non-service users

*This information relates to queries, feedback or complaints to DRCC from people who are **not** staff, volunteers, clients or service-users of the organisation and that do not relate to the telephone line. If your queries relate to DRCC delivery services, please follow this separate procedure: <https://www.drcc.ie/about/feedback/>.*

It is vital to Dublin Rape Crisis Centre (DRCC) that our relationships and interactions with everyone with whom we work and meet are of the highest standard. We strive to uphold our core values of Trustworthiness, Respect, Empowerment and Empathy and we are committed to responding to all queries, complaints and feedback. We welcome your comments so that we can continually advance and improve our services.

DRCC would like to hear from you in terms of both positive and negative feedback and our aim is to ensure that:

- It is as easy as possible to offer feedback or make a complaint.
- We treat any clear dissatisfaction as a complaint and that these warrant a response (e.g. with our finance or fundraising operations).
- We treat feedback seriously whether it is made by telephone, letter, fax, email or in person.
- We deal with feedback quickly and politely, remaining courteous, respectful and sensitive.
- We cherish our staff and expect any feedback to be presented courteously; abusive contact will not be tolerated.
- We respond promptly and professionally, responding with an explanation or an apology where we have got things wrong, and with details given of any action(s) taken (given the need for confidentiality for the survivors we work with, we will be transparent about what we are and are not able to share).
- We learn from complaints and use them to improve, as well as recording and monitoring them at our Board.

## **What to do if you have feedback:**

If you have a query, any feedback, or a complaint, you can contact DRCC in writing or by telephone. In the first instance, your comment will be dealt with by the relevant department (e.g. Fundraising, Finance, Administration etc.). Please provide as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Any matters of suspected illegality should be addressed immediately to An Garda Síochána, and/or the Charities Regulator.

## **Write to:**

Dublin Rape Crisis Centre  
70 Lower Leeson Street  
Dublin 2

**Telephone:** 01 661 4911

**Email:** [info@rcc.ie](mailto:info@rcc.ie)

Comments are received 5 days a week, from 09.00 to 17.30. Comments received outside these hours will be picked up the next working day.



### **What happens next?**

If you complain in person or by telephone, we will try to resolve the issue there and then. If we are unfortunately unable to find a resolution, we will request that you put your complaint in writing.

Once we receive a written complaint, we will respond in writing within a reasonable timeframe. If necessary, we will request a meeting with you to discuss any issues in an effort to explore a satisfactory outcome.

### **What if the complaint is not resolved?**

If you are unhappy with our response, you may get in touch again in writing and your complaint will then be escalated to the CEO who will respond within a reasonable time frame

If you continue to feel unhappy with our response, you may write again to DRCC's Chair person, who will ensure that your appeal is considered at Board level. You will receive a written response in a reasonable time frame.

### **Final recourse: contacting the Charities Regulator**

In the first instance, you should address your complaint to DRCC as outlined above. In some cases, you may however be able to take your complaint to the Charities Regulator which oversees charities' compliance with the Guidelines for Charitable Organisations on Fundraising from the Public. Please note that the Regulator will only deal with specific areas of enquiry and may not be able to help you further. You can view its [online concerns form](#) which also details the areas on which it can take action.

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