Barretstown Castle,
Ballymore Eustace,
Co Kildare,
W91 RDX6, Ireland.

Tel: +353 (0) 45 863 100
Email: info@barretstown.org
Web: www.barretstown.org

How We Handle Feedback & Complaints

As a charity seeking donations from the public, Barretstown aims to comply with the Guidelines for Charitable Organisations on Fundraising from the Public, as published by the Charities Regulators.

We are 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.

We welcome 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;
- We learn from complaints, use them to improve, and monitor them at our Board.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact our Chief Executive, Dee Ahearn, in writing or by telephone who will deal with your complaint in the first instance. Her contact details are below. 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.

Dee Ahearn Chief Executive
Barretstown,
Barretstown Castle,
Ballymore Eustace,
Co. Kildare.
Tel: 00 353 (0) 45 863 100
Email: Governance@barretstown.org
(We are open Monday - Friday from 8.30am to 5.30pm.)

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 acknowledge your complaint within seven 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.

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What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Barretstown's Chair, Anne Heraty at the address above. She will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two

Ideally in the first instance you should address your complaint to Barretstown as outlined above. You may however at any stage make your complaint in writing to the Charities Regulator at:

3 George's Dock ,
IFSC,
Dublin 1
Tel: 00 353 (01) 633 1500
Email: info@charitiesregulator.ie
Website: https://www.charitiesregulator.ie

What happens next?

The Charities Regulator will consider complaints and will respond according to its own procedures which are available on https://www.charitiesregulator.ie