



Feedback and Complaints

Our Commitment to You

BeLonG To is committed to ensuring that all our communication and dealings with our clients, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. BeLonG To welcomes both positive and negative feedback. Therefore we aim to ensure that:


- it is as easy as possible to make a complaint, where the need arises;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly and politely;
- we respond accordingly - for example, with an explanation or apology where we have got things wrong, and with information on any action take, etc;
- we learn from complaints, use them to improve, and monitor them at Board level.

If you have feedback or a Complaint - Step One

If you have a complaint about any aspect of our work, you can contact BeLonG To in writing or by telephone. In the first instance, your complaint will be dealt with by our Fundraising & Office Manager. Please let us know how you would like us to respond, with relevant contact details. Contact details are:

Oisín O'Reilly
Fundraising & Office Manager
BeLonG To Youth Services
Parliament House
13 Parliament Street
Dublin 2, D02 P658

Tel: +353 (0)1 681 4821
Email: oisin@belongto.org



We are open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00 pm each day.

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 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the Board of Directors annually.

What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to BeLong To's Executive Director. If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the Board who will ensure that your appeal is considered at Board level. S/he will respond within 2 weeks of this consideration by Board members.

If you have feedback or a Complaint - Step Two

Monitoring Group

Ideally in the first instance you should address your complaint to the organisation as outlined above.

You may however at any stage make your complaint in writing to the Monitoring Group who oversee charities compliance with the *Statement of Guiding Principles for Fundraising*.

What happens next?

You will receive confirmation of receipt of your complaint within 7 working days. The Monitoring Group will consider complaints and will respond according to its own procedures.

This complaints procedures does not apply to BeLong To's staff or agents.