

Fundraising Feedback and Complaints Procedures

Early Childhood Ireland is the leading children’s advocacy and membership organisation in the Early Years and School Age Care settings – that includes crèches, pre-schools, and childminding services.

We work in partnership with over 4,000 members to achieve quality experiences for every child in Early Years and School Age Care settings. We advocate for an effective and inclusive Early Years and School Age Childcare system which values, supports, and invests in childhood, children, and services. Our work supports over 150,00 children each year.

Early Childhood Ireland is grateful for the support we receive from our donors, and we welcome both positive and negative feedback. We listen and respond to the views of our donors and the general public so that we can continue to improve.

Early Childhood Ireland is committed to ensuring that all our communications with our donors and potential new donors are of the highest possible standard. We are dedicated to ensuring we uphold our honest and transparent reputation, and as a charitable organisation we aim to achieve the highest standards in fundraising practice.

As part of our compliance with the [Guidelines for Charitable Organisations on Fundraising from the Public](#), we aim to ensure that:

- It is as easy as possible to provide feedback or a complaint
- Our feedback and complaints procedures are user friendly and accessible
- All feedback and complaints are treated as equal, whether they are received via letter, telephone, or email
- We aim to resolve each complaint promptly within a reasonable time period
- We respond appropriately with actions taken to rectify the complaint and/or provide further information if requested
- We learn from feedback and complaints, use them to improve our donor care, and monitor them at management and Board level as appropriate.

If you would like to provide feedback or a complaint related to the Early Childhood Ireland fundraising activities:

Please contact Early Childhood Ireland via letter, telephone, or email. In the first instance, your feedback or complaint will be handled by a staff member who will aim to resolve the issue themselves or forward it to the most appropriate person to respond. Please give us as much information as possible in relation to the feedback or complaint. Our commitment is to respond to you promptly, through the channel of your choice.

- Feedback and complaints in writing should be posted to: Early Childhood Ireland, Hainault House, Belgard Square South, Tallaght D24 RFV0
- Feedback and complaints by telephone should be directed to: 01 4057100
- Feedback and complaints by email should be forwarded to: info@earlychildhoodireland.ie
- What if you are not happy with our response? You may get in touch again by writing to Early Childhood Ireland’s CEO. The CEO will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration.

Early Childhood Ireland values all your feedback, both positive and negative. We learn and improve thanks to feedback from our donors.

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Charity No CHY: 19987

Company Registration No: 506235