



**COMPLAINTS POLICY**  
**THE ZOOLOGICAL SOCIETY OF IRELAND**

**ADOPTED BY THE BOARD OF DIRECTORS**  
**ON 19 NOVEMBER 2020**

## **The Zoological Society of Ireland**

### **Complaints Policy**

#### **in respect of fundraising activities**

The Zoological Society of Ireland (the “**Charity**”) is committed to ensuring that all of 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.

The Charity welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible for a member of the public to make a complaint to us;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat every complaint seriously, whether it is made by telephone, letter, email or in person;
- we deal with every complaint quickly and politely;
- we respond to complaints in the appropriate manner; and
- we learn from complaints, use them to improve, and monitor them at our charity trustee meetings.

#### **What to do if you have a complaint**

If you have a complaint about the Charity’s fundraising activities, you can contact the Charity in writing or by telephone at [info@dublinzoo.ie](mailto:info@dublinzoo.ie) or Marketing Department, Dublin Zoo, Phoenix Park, Dublin 8, 01 4748900

In the first instance, your complaint will be dealt with the Marketing Manager.

Please give us as much information as possible and provide us with your relevant contact details.

#### **What happens next?**

If you complain in person or over the phone, we will try to resolve the issue there and then.

If you complain in writing, we will 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 provide a new deadline.

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

If you are not happy with our response, you may contact the Financial Controller of Dublin Zoo who will carry out a second level review of a complaint.

We will ensure that your appeal is considered carefully and will respond within two weeks of our consideration of your written complaint.

If you are not happy it is open to you to contact the Charities Regulator. The Charities Regulator oversees compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.