Appendix C

CARI FUNDRAISING COMPLAINTS PROCEDURE:

**How to raise your concerns;**

* If you have a concern that relates to fundraising, you should initially contact CARI’s Fundraising Manager through your local fundraising department.
* If you are not satisfied with the initial response, contact CARI’s National Director of Development in writing outlining the details of your concerns, details of your contact with CARI and any other supporting information.
* If you are not satisfied with the initial response, you may contact CARI’s CEO in writing.
* If you are not satisfied with this response, you may contact CARI’s Board of Directors.

**Mary Flaherty (CEO)**

**CARI CARI House**

**110 Drumcondra Rd Ennis Rd**

**Dublin Limerick**

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**Where your concerns relate to Public Collections on behalf of CARI, contact your Local CARI Fundraising Department to notify them of your concerns.**

* They will listen to your concerns and take any comments your have to the Fundraising Manager.
* They will inform you if this is an authorised CARI collection.
* If it is not an authorised CARI collection, they will investigate your concern further and will notify the Gardaí in the local area to alert them to this matter.
* They will notify you of any outcome if you so wish within an agreed timescale.

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**Where your concerns relate to:**

* dishonest handling of funds
* misapplication of charitable funds
* actions that contravene the CARI Charter
* actions that threaten to bring the charity into disrepute

**You should contact CARI’s CEO at the first instance and the Board of Directors thereafter if you are unsatisfied with the initial response.**