

DONOR COMPLAINTS PROCEDURE

For fundraising queries or complaints, in the first instance, please communicate with the Philanthropy Department:

By Post:

Philanthropy
Irish Heritage Trust
11 Parnell Square East
Dublin 1
D01 ND60

Email: donorrelations@irishheritagetrust.ie

Telephone: 01 874 8030

If you feel our initial response does not adequately address your complaint, you are invited to contact our Chief Executive Officer by post or email:

CEO
Irish Heritage Trust
11 Parnell Square East
Dublin 1
D01 ND60

Email: info@irishheritagetrust.ie

If your complaint is not resolved at this stage, please write to the Chair of the Irish Heritage Trust:

The Chair
Irish Heritage Trust
11 Parnell Square East
Dublin 1
D01 ND60

The Chair of the Irish Heritage Trust will consider your complaint at Board level and respond directly after these deliberations.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days and if it will take more than 30 days then we will advise you of the unavoidable delay.