

Feedback and Complaints

If you have feedback or a complaint:

If you have a complaint about any aspect of our work, you can contact the Mater Foundation in writing or by telephone.

In the first instance, your complaint will be dealt with 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 and let us know in what format you would prefer us to respond to you, providing relevant contact details.

Write to:

Tom Hickey
Head of Fundraising & Communications
The Mater Foundation
53/54 Eccles Street
Dublin 7

Phone: 01-8303482

Email: <mailto:thickey@materfoundation.ie>

Our office is open Monday to Friday from 9.00 am to 5.00 pm

What happens next?

If you provide feedback or submit a complaint in person or over the phone, we will try to resolve the issue there and then. If you submit a complaint by email or in writing we will always acknowledge your complaint within 5 working 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 get in touch again by writing to (or phoning) the Chief Executive of the Mater Foundation. The Chief Executive will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration. If you are not satisfied with this the complaint will be referred to our Board.

All matters of illegality should be addressed immediately to An Garda Síochána.

The Mater Foundation, 53-54 Eccles St, Dublin 7 | T: (01) 8303482, F: (01) 8305201, E: contact@materfoundation.ie | CHY 9768, Reg No: CHY9768 | CRA No: 20024505