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**MY LEGACY COMPLAINTS PROCEDURE**

We aim to please and support our members and we try to meet the highest standards at all times - but we know that sometimes things go wrong. If you have a problem or a concern we want to know. Most problems can be dealt with by contacting us at [info@mylegacy.ie](mailto:info@mylegacy.ie)   We will endeavour to investigate your concern and respond to you as quickly as possible. We undertake to either deal with your concern or acknowledge its receipt and confirm the timescale for a full response, within 5 working days of receipt.

If you are not satisfied with the response to you with regard to the concern you have raised, you should send a further message for the attention of the Chairman – Niall O’Sullivan – [info@campaignsolutions.ie](mailto:info@campaignsolutions.ie) or write to us at 43 Seapoint Avenue, Monkstown, Co Dublin, A94 W9V3, giving the reasons for your continued dissatisfaction. We will acknowledge receipt of your further email or letter within five working days of its receipt and will elevate your complaint to the My Legacy Board and you will receive a confirmation of the timescale for a full response. A separate and thorough review of your concern will be conducted, and a full response sent directly to you following a meeting of the Board.

If you are still not satisfied that your concern has been addressed to your satisfaction, you can address your concern to the Charities Regulator who oversee charities compliance.

You will find the information on how to raise a concern [here.](https://scanner.topsec.com/?d=1069&r=show&u=https%3A%2F%2Fwww.charitiesregulator.ie%2Fen%2Finformation-for-the-public%2Fraise-a-concern&t=4c04fdf28d4a59e9c2b82db2371c0ffe5f60881a)