



### **What to do if you have feedback or complaints**

If you do have a comment about any aspect of our work, you can contact the CEO of AADI in writing or by telephone. In the first instance, your comment will be dealt with by our CEO. Where feedback specifically involves the AADI CEO, the Board Chairperson can be contacted. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

#### **Write to:**

Autism Assistance Dogs Ireland  
18A Euro Business Park  
Little Island  
Co Cork  
T45 CR90  
Email: [info@aadi.ie](mailto:info@aadi.ie)

Tel: 021 2357107  
email: [info @aadi.ie](mailto:info@aadi.ie)  
[www.aadi.ie](http://www.aadi.ie)

**Charity No 19293**

We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00pm each day.

Where AADI's complaint procedure has been exhausted and the response does not satisfy the complainant, the next level of the complaints procedure is directed to an external agency, such as the Charities Regulator.

Any matter of alleged illegality will be addressed immediately to An Garda Síochána.

### **Financial Controls**

AADI's internal financial control procedures ensure that all funds are used effectively and minimise the risk of funds being misused.

AADI follows the principles of best practice in financial management.

An Annual Report and a Statement of Annual Accounts figures are freely available to the public, are posted on the AADI website, and accessible via the Companies Registration Office.

### **Human Resources**

AADI's human resource policies conform fully to relevant national and international labour regulations. These policies seek to apply best practices in terms of employee and volunteer rights and health and safety at work.

### **Equality**

AADI is committed to making equality central to our being and doing, through promoting and integrating equality and diversity at every level within our organisation and demonstrating this commitment locally and nationally.

AADI adheres to equality legislation and will not tolerate discrimination in any form.

### **Appointment of external auditor**

AADI is controlled and regulated by its Board Members. The Board Members form the general body that has responsibility for the Constitution of the Charity, appointment of the auditors and approval of the annual accounts.