



Longford Women's Link

Handling Feedback and Complaints

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Longford Women's Link CLG (LWL) is committed to ensuring that all our communications and dealings with the service users, agencies, our supporters and the general public are of the highest possible standard. We listen and respond to the views of our service users, the agencies who fund us and those with whom we collaborate and interact as well as our supporters and the general public so that we can continue to improve our services.

LWL welcomes positive and/or negative feedback and therefore, we aim to Ensure that:

- It is as easy as possible to comment or to make a complaint
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- We treat it seriously whether it is made by telephone, letter, fax, email or in person
- If it is made by telephone, or in person, that we ask that it be put in writing for accuracy and follow-up
- We deal with it quickly and politely
- We respond accordingly - for example, with an explanation, or an apology where we have gotten things wrong, and with information on any action taken etc.
- We learn from complaints, use them to improve, and monitor them at our Board

If you have feedback or a complaint

If you do have a complaint or feedback about any aspect of our work, the following options for presenting that feedback or complaint are available to you

- **In Person:** You are invited to talk to any member of specific Service team about a concern or complaint
- **If not satisfied with this option,** you can speak in person to the specific Service Coordinator/Manager who is named on LWL's [website www.lwl.ie](http://www.lwl.ie)
- **By Email:** You can email any comment, complaint or feedback to the email of the specific Service Coordinator/Manager which is listed on LWL's [website www.lwl.ie](http://www.lwl.ie)
- **By Letter:** You can send a letter or fax to the specific Service Coordinator/Manager at Willow House, Ardnacassa Ave, Longford
- **Ring LWL on 0433341511:** You can ask for the specific Service Coordinator/Manager

Not satisfied with the initial response

Where a complainant is unsatisfied with how their complaint has been dealt with by either staff or the Service Coordinator/Manager(s), the complainant can take their concern directly to the LWL CEO, Louise Lovett either

- in writing to Longford Women 's Link, Willow House, Ardnacassa Ave., Longford
- by email to louselovett@lwl.ie
- by telephone on 043 33 41511
- in person by making a prior appointment

Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. We are open 5 days a week from 9.00 am to 6.00 pm each day.

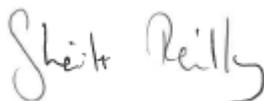
What happens next?

LWL will always acknowledge your feedback or complaint in writing within 7 days, and in the case of a complaint, do everything we can to investigate the circumstances and to resolve the issue 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 the Longford Women's Link's Chairperson, Sheila Reilly. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board

All matters of suspected illegality should be addressed immediately to the Gardaí



Sheila Reilly,
Chairperson,
Longford Women's Link

August 20th, 2018

Date: