



Handling Feedback & Complaints from the General Public Policy

Leitrim Association of People with Disabilities (LAPWD) are committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard

We listen and respond to the views of the general public and our supporters so that we can continue to improve

LAPWD welcomes all feedback both positive and constructive and we aim to ensure that:

- It is as easy as possible 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;
- We deal with it quickly and politely;
- We respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- We learn from complaints, use them to improve, and monitor them at our Board.

If you do have a complaint about any aspect of our work, in the first instance you should contact Rosaleen Kielty (Manager) in writing or by telephone. 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.

Write/Email/Call:

Rosaleen Kielty, Manager, Leitrim Association of People with Disabilities,
Action Ability Centre, Mohill, Co. Leitrim
Tel: 0719651000
Fax: 0719651006
Mobile: 0863805616
rosaleen@lapwd.com

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 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.

If you are not happy with our response, you may get in touch again by writing to LAPWDs Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

This complaints procedure does not apply to LAPWD's staff

Handling Feedback & Complaints from the General Public Policy - Reviewed April 2015

*Maya Gorman Proposed
Bridget W. Kelly Accepted*

30 June 2015