



Leitrim Development Company

COMPLAINT POLICY

Dec 2018

Leitrim Development Company is constantly working to improve the supports and services that we deliver. If a person feels that they did not receive the best possible service, this policy and procedure serves to provide them with the steps to lodge a complaint.

Complaints Policy

Applicable to:

The Board, Employees, Clients, Communities, Learners, Volunteers and Visitors and Members of the public

It is the policy of Leitrim Development Company to provide quality supports and services, and to ensure that all people are provided with the information they are looking for and are treated with the respect and time they deserve.

If you feel you have a complaint, the company would like to hear about it, in order to address it and improve our service.

If a person feels they have been treated inappropriately, that the company failed to deliver, or meet an acceptable standard of service, or a staff / Board member has been unhelpful we would like to hear from you.

Leitrim Development Company will:

- Take complaints seriously and resolve them wherever possible and in a timely manner
- Treat all complaints fairly and with respect
- Provide responses which are clear and easily understood
- Respect and retain confidentiality
- Use complaints and customer feedback to help improve our supports and services
- Provide explanations for decisions and actions where appropriate
- Not accept anonymous complaints



A complaint can be made in writing, addressed to;

The CEO or other Senior Staff members

Leitrim Integrated Development Company CLG
Church Street
Drumshanbo
Co Leitrim
N41 RF24
Ireland

Letters should be clearly referenced as a 'Complaint' and include relevant information such as:

- The complainants name, address and phone number
- Details of the complaint including, dates, times, locations etc., and any other relevant information.
- Any background information which may help us deal with the complaint efficiently.
- Any / all other information you believe is relevant.
- All complaints will be recorded and acknowledged in writing.
- Leitrim Development Company will process your complaint doing its best to resolve matters speedily and without any undue fuss.

Complaints will be reviewed by any or all the following:
Director (s), CEO or Deputy CEO.

If you are not satisfied with the company's response, you can seek a further review, you will then be provided with a suitable name at which to direct an appeal.

Any questions arising out of the content of this policy should be directed to the CEO.

Donal Fox
Chief Executive Officer

07 December 2018