



Spinal
Injuries
Ireland
Support at every stage

**HAVE
YOUR SAY**

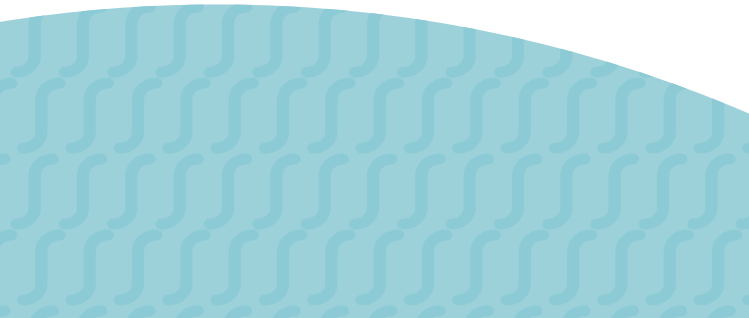
**How to provide
feedback and/or
make a complaint**



Spinal Injuries Ireland's mission is to enable and empower people with spinal cord injury and their family to reach their full potential and maximise their independence, goals, health, by providing appropriate resources, services, and peer support.

It is the right of service users to comment, compliment or complain about any of the services provided by SII. Responding effectively to comments, compliments and complaints received and learning from them is key to providing high quality customer focused services. Best practice identifies what Service Users want when they provide feedback and SII may use this information to build on and enable a system which will meet these requirements.

If a complaint is made it will be taken seriously. Each complaint will be treated fairly, sensitively and in confidence as much as possible. All complaints will be handled with an open mind and investigated without prejudice. Complaints will be dealt with promptly in an attempt to resolve them as quickly as possible.



SII has clear process for responding to complaints which involves:

- ✓ **Listening** to the individual concerned.
- ✓ **Discussing** the complaint and related matters.
- ✓ **Identifying** issues/exploring the reasons for the complaint.
- ✓ **Agreeing** possible actions to be taken.

If you have a complaint, a comment or wish to compliment our work, you can use the following options.

In person

Talk to any member of SII staff or service manager.

Email

Send your complaint/comment securely to info@spinalinjuries.ie

Letter

Send a letter to Operations Manager, Spinal Injuries Ireland, G3 The Pottery Business Centre, Pottery Road, Dun Laoghaire, Co. Dublin A96 Y932

Phone +353 1 653 2180

You can use any of the above means of contact to either provide feedback, comments and compliments or to make a complaint on any of our services.

spinalinjuries.ie

Tel: +353 1 653 2180

Email: info@spinalinjuries.ie

G3, The Pottery Business Centre
Pottery Road,
Dun Laoghaire,
Co. Dublin A96 Y932.

CHY No. 11535.

Registered Charity No. 20031855.



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