



Feedback & Complaints Procedure

Chronic Pain Ireland commits to providing a high quality service to those who engage or interact with us, including our members, donors, and the public at large. However, we recognise that sometimes we might make mistakes, and that sometimes people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory.

Chronic Pain Ireland welcomes both positive and negative feedback and we aim to ensure that:

- Complaints are taken seriously and dealt with promptly;
- Complaints are handled with an open mind, without any predetermination, and are thoroughly investigated;
- It is easy to make a query, provide feedback and or make a complaint;
- Complaints will be treated seriously regardless of whether it was made by telephone, e-mail, letter, fax or in person;
- We will respond accordingly (e.g. with an explanation, information on any action taken, an apology, where appropriate)
- We learn from complaints and use them as a basis to improve our service and ourselves as an organisation.

If you have feedback or a complaint you can contact Chronic Pain Ireland in writing or by telephone. In the first instance, your comment will be dealt with by our National Co-ordinator. Please give as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to: Christina Donnelly
National Co-ordinator
Chronic Pain Ireland
Carmichael Centre
North Brunswick Street
Dublin 7
Tel: 01 804 7567
Email: info@chronicpain.ie

Please allow 2-3 days for a response as being a small charity, our administration office is only open three days a week but our telephone service is available between 9am to 5pm, Monday to Fridays. We aim to fully investigate and give a final response within 21 days.

However, if for whatever reason this may take longer, you will be informed of a new projected response and investigation time.

If you are not satisfied, or wish to escalate any matter, please write to the Chairperson at the above address.

If for whatever reason you don't wish to complain to either of the above named, please forward your complaint addressed to the Governing Body at the above address. Please note that the Governing Body meets only once a month so there may be delay in responding.

For full information about our corporate governance, data protection policy, etc. please visit our website www.chronicpain.ie
