

## Feedback and Complaints

Coolmine Therapeutic Community (TC) is 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.

Coolmine TC welcomes all feedback. Therefore we aim to ensure that:

- It is as easy as possible to give feedback or make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operation that calls for a response;
- We treat feedback seriously whether it is received 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 if we got things wrong, and information on any action taken;
- We aim to learn from complaints, use them to improve, and monitor them at our Board.

### If you have feedback or a complaint – Step One

If you have feedback, good or bad about any aspect of our work, you can contact Pauline McKeown see contact details below.

In the first instance, your complaint will be dealt with by Pauline McKeown, our Chief Executive. Please give us as much information as possible and let us know how you would like us to respond to you, providing your contact details.

Please contact:

Pauline McKeown,

Coolmine Therapeutic Community,

Ashleigh House,

Damastown Walk,

Dublin 15

Tel: 01 646 4281 or

Email: [pauline@coolminetc.ie](mailto:pauline@coolminetc.ie)

We are open Monday to Friday from 9.00 am to 5.00 pm.

## **Feedback and Complaints (continued)**

### **What happens next?**

If you give feedback in person or over the phone, we will try to resolve the issue there and then. Similarly, if you give feedback by email or in writing we will always acknowledge your communication within 7 days, and do everything we can to resolve it within 14 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, we suggest you may get in touch again by writing to the Chair of Coolmine TC's board. In this instance please contact Mr Brian Ward (Chairman) c/o Coolmine TC, Ashleigh House, Damastown Walk, Dublin 15. The Chair will ensure your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.