

Complaints and Feedback

April 2022



As a valued supporter of the Parkinson's Association of Ireland, the board know it is important that we facilitate any feedback or complaints that you may have. If for any reason, you should feel aggrieved, we will endeavour to do our utmost to make sure that we come to a satisfactory resolution. We feel it is important that we learn from our mistakes so your feedback is very important to us.

We are committed to ensuring that all our communications and dealings with our members, the general public and supporters are of the highest possible standard.

We listen and respond to your views so that we can continue to improve.

Therefore 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 any feedback, or a complaint about any aspect of our work or the conduct of our staff or volunteers, you can contact the Parkinson's Association of Ireland by email, post, telephone or in person.

A complaint should include:

- What happened and when?
- What are you concerned about?
- What do you want to happen now?

In the first instance, your feedback or complaint will be dealt with by a staff member who will endeavour to resolve the issue, or forward it to the most appropriate person to respond. 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.

Please contact

Paula Gilmore
National Office
Parkinson's Association of Ireland
Carmichael House
Brunswick Street
Dublin 7
Telephone: 01-8722234
Email: paula@parkinsons.ie

What happens next?

If your complaint is received over the phone we will endeavour to have it resolved there and then (where possible), if it is received by email, fax or post we will acknowledge it within 7 days and do everything to resolve any complaints within 14 working 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, you may get in touch again by writing to the Parkinson's Association of Ireland's Chairman. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Where your complaint involves a Branch that you are a member of

If your complaint involves a local Branch, you must bring your complaint to the Branch committee. If your complaint is not resolved at local level you can then bring your complaint to the National Office.

Branch Committee Contact Details are available on Website www.parkinsons.ie

A "complaint" as defined in PART 9 of the Health Act 2004 means any action of the Executive or a service provider that— a) it is claimed, does not accord with fair or sound administrative practice, and (b) adversely affects the person by whom or on whose behalf the complaint is made.