



Irish Skin Foundation

Supporting people with skin conditions in Ireland

Feedback and Complaints

Comments and Feedback about our service

We are keen to receive comments, feedback and suggestions about any aspect of our work or our service delivery. Hearing from you helps us understand what works for you and to concentrate our efforts on improving services. If you would like to ask questions or provide comments on any aspect of our work please contact us at:

**Irish Skin Foundation,
Charles Institute UCD
University College Dublin
Dublin 4**

Tel: 00 353 1 716 6299

Email: info@irishskinfoundation.ie

We aim to provide you with an instant response to the points you raise (or within 5 working days for emailed enquiries) wherever possible. We may also refer you on to one of our healthcare professionals to provide you with a more detailed answer.

Complaints

- If you want to complain we will ensure that your complaint is treated seriously, is handled without bias or discrimination and that your confidentiality is respected.
- If you are dissatisfied with the way in which we have dealt with you, you can contact us by letter, email, or telephone setting out exactly what you think has gone wrong and what you think we should do to put it right.
- In the first instance, we ask you to raise your complaint with us.

What will we do with your complaint?

Remedy

We will assess your case individually; there are no standard or automatic remedies. We will consider all relevant factors when deciding on an appropriate remedy and will offer what we believe to be a fair solution to all concerned.



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If we find that we have made a mistake, or not dealt with you properly, we will do what we can to put things right.

This may involve:

- Apologising.
- Correcting any errors so that, where possible, the same concern will not be experienced by another
- Taking further action in response to your concerns.
- Telling you what we have learnt from the complaint and what action we will take to ensure that no other person has the same issue.

This is our commitment to you.