

Complaint and Feedback Form

If you have a comment about any aspect of an Irish Wheelchair Association (IWA) service we would like to hear about it. Please complete this form.

Ref No: (for office use only)

If you wish to speak to someone in person, please call Customer Care on 01 818 6485 or email customercare@iwa.ie

Name of person giving feedback:

Telephone:

Contact Address:

Email

Date of Experience leading to Comment/Complaint

Are you? (Please tick ✓)

- IWA Member Person Receiving a Service from IWA Family Member Advocate
 Volunteer Staff Member (Staff No:.....) Other (Specify:.....)

Have you reported your comment to an IWA staff member or volunteer?

- No Yes (please enter name, location and date:.....)

Please outline a brief description of your comment:

If you are describing a complaint, please include how you think we could help you resolve the complaint effectively.

Completed by:

Signature:

- Please tick here to give IWA permission to use your positive feedback/testimonial on our website and other publications. Complaints are kept strictly private and only used internally to improve our services.

Please complete and return to: Customer Care Department, Irish Wheelchair Association, Blackheath Drive, Clontarf, Dublin 3, Ireland. Email: customercare@iwa.ie