

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](mailto: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  
 Staff member   
  Volunteer   
  Other (specify): .....  
 Staff No: .....

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

- No   
  Yes (please enter name, location & 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](mailto:customercare@iwa.ie)