

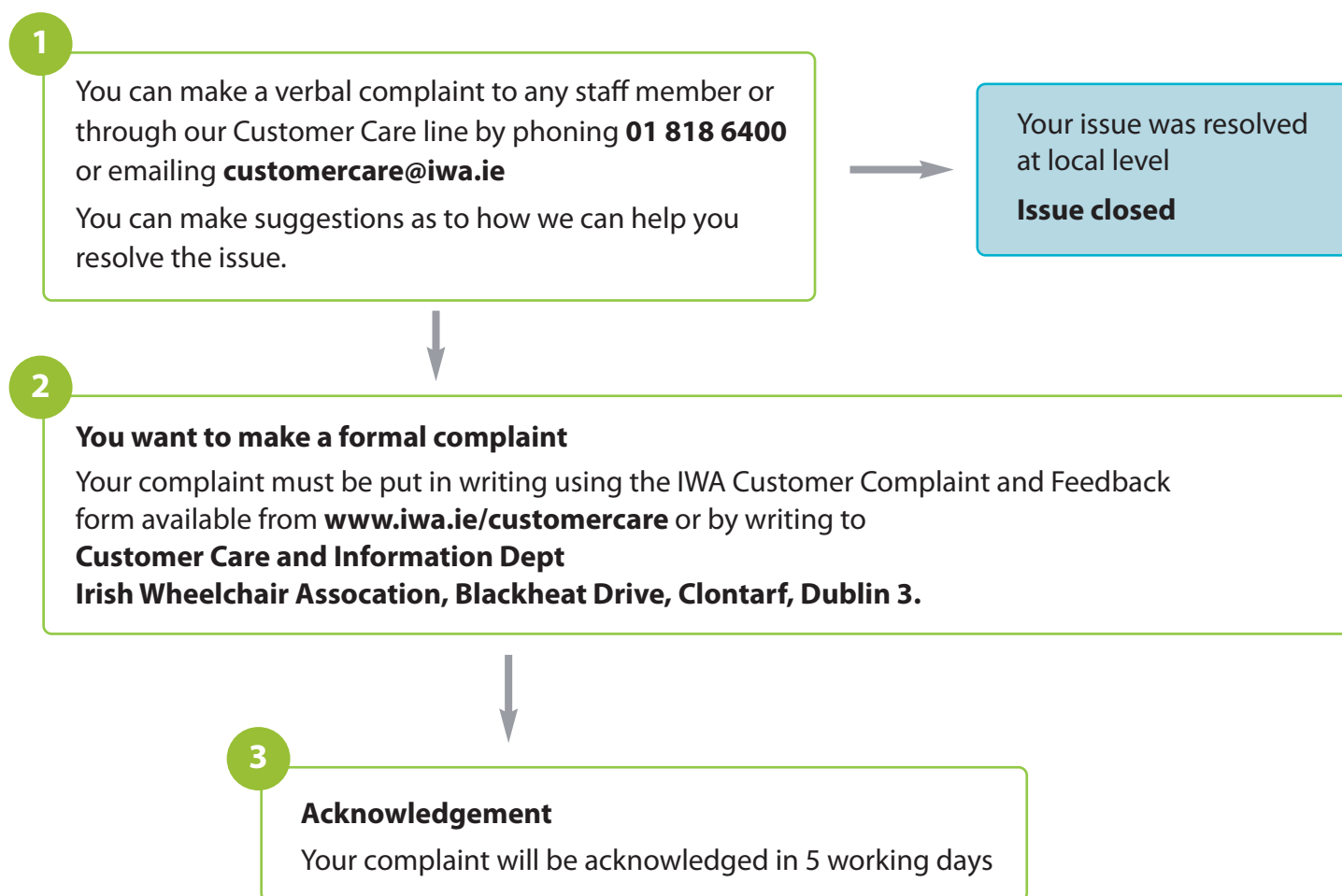
A guide to using IWA's Customer Care Policy

The purpose of the policy is to outline the procedure for handling complaints from service users/ customers, external organisations, other agencies and the general public. IWA encourages all people to voice any feedback or complaints they have regarding a service, a staff member, other service users or any other party. All complaints are dealt with fairly in a transparent manner and within reasonable time frames.

Copies of the Customer care policy are available to view and download on the IWA website at: www.iwa.ie/customercare, or on request from a staff member.

Below is a chart to explain the process and a copy of the forms that need to be completed if a person wishes to make a formal complaint.

The following are the steps that will be taken to help resolve your issue:



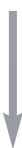
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Investigation

The area/regional manager will appoint an investigation officer or may conduct the investigation themselves where appropriate. As part of this process meetings will be held with you, the respondent and any potential witnesses. Notes will be taken and checked to ensure they are correct.

Investigation should be concluded within 30 days, but no later than 6 months from receipt of the complaint. The complainant and respondents (if applicable) must be updated every 20 working days.



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Conclusion of the Investigation

Area/Regional Manager will notify you in writing of the outcome of the investigation and any actions taken. Details of the appeals process must be included. The outcome will be sent the IWA Central Complaints unit.



Issue closed



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Appeals Process

- Your 1st appeal is to the Relevant Director of Service
- Your 2nd appeal is to the CEO
- If you are still not happy you may be referred to the Office of the Ombudsman.

Appeals must be submitted in writing no later than 10 working days following (a) the conclusion of the investigation, or (b) conclusion of the 1st appeal.