

 <b>Irish Wheelchair Association</b> Department: Quality & Standards	Policy No: NSP10 Revision Date: Feb 2018 Page: 1	No of pages: 20 Date: Feb 2016
	Áras Chúchulainn, Blackheath Drive, Clontarf, Dublin 3 . Tel 01 818 6400   Fax 01 833 3873   Email info@iwa.ie www.iwa.ie   www.cuisle.com	
<b>Policy Title:</b> Customer Care Policy Public Use (Short Version)		
<b>Written/Reviewed by:</b> Mary Smyth	<b>Title:</b> Director of Quality and Standards	
<b>Approved by:</b> Senior Management team	<b>Title:</b> SMT	

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## 1. Policy Statement:

IWA aims to create a situation where service users feel comfortable and have the opportunity to provide feedback about services experienced and equally where employees feel comfortable about taking ownership of this process and supporting service users throughout.

***Every complaint is an opportunity to see what we can do from a new perspective and see what we can do better.***

IWA, in accordance with Part 9 of the Health Act, 2004 is committed to providing a system for the management of complaints that facilitates effective feedback from and communication to all service users. Responding effectively to complaints received and learning from them is a key aspect to providing a high quality customer focused service. All complaints received will be considered by IWA however, the Health Act 2004 details a number of complaints that are not included under Part 9 of the Health Act. A list of these complaints is available in [Appendix 1](#).

### **Assistance to Persons with a Disability**

IWA is happy to provide assistance to persons with a disability – physical, sensory or learning, to exercise their rights under this policy. This policy and supporting documentation can be made available in a variety of alternative formats including Easy to Read, Audio, and Braille. IWA will facilitate people who are unable to read, write or type to make a complaint or provide other feedback by accepting verbal notifications. For further information, please contact IWA's dedicated Customer Care Department on 01 818 6485 or by email at [customercare@iwa.ie](mailto:customercare@iwa.ie)

The **National Advocacy Service for People with Disabilities** is a free service operated by the Citizens Information Board which provides independent advocacy services for persons with a disability. The advocate works exclusively for the person with a disability with their role being to ensure that their rights are safeguarded. For further information, on accessing an advocate in your area please contact The National Advocacy Service for People with Disabilities on 0761 07 3000 or by email at [info@advocacy.ie](mailto:info@advocacy.ie)

## 2. Purpose

The purpose of this policy is to assist and support service users/customers, members, external organisations and the general public to make a comment or complaint. To support employees/volunteers to recognise when service users/customers, members, external organisations and the general public have reason to make a complaint the process that must be adhered to. 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.

It is the policy of IWA that a systematic, planned and controlled approach will be operated in relation to complaints from all parties unsatisfied with IWA services.

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### 3. Responsibility/Scope

This policy and procedure applies to:

- All services and activities that are delivered in IWA through the national services, branch network and IWA-Sport.
- All services and activities that are funded through statutory and non-statutory sources.
- All personnel working on behalf of IWA including all volunteers and paid employees.
- All managers in IWA are responsible for ensuring that staff are aware of and apply the appropriate guidelines as stated in this policy in relation to handling complaints.

### 4. Definitions

#### 4.1. Complaint

(Definition as per the Health Act 2004). ‘Complaint’ means a complaint made under this Part about any action of the Executive or a service provider that—(a) it is claimed, does not accord with fair or sound administrative practice, and adversely affects the person by whom or on whose behalf the complaint is made;

4.1.1. A complaint means any action of IWA that it is claimed, does not concur with fair or sound administrative practice, and

4.1.2. Adversely affects the person by whom or on whose behalf the complaint is made.

#### 4.2. Action

An action does not represent fair or sound administrative practice if it is:

4.2.1. Taken without proper permission or authority.

4.2.2. Taken for unnecessary reasons.

4.2.3. The result of negligence or carelessness.

4.2.4. Based on incorrect or incomplete information.

4.2.5. Discriminatory. e.g. Biased, Prejudice, Unfair


4.2.6. Based on bad administrative practice

#### 4.3. Compliment

A polite expression of praise or admiration

#### 4.4. Comment

A verbal or written remark expressing an opinion or a reaction

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Please refer to **Appendix 2** for a full list of **Definitions**.

## 5. How can I make a complaint?

- Complaints can be made verbally in person or by telephone, in writing by letter, email or fax, or by sending in a completed IWA 'Compliments, Comments & Complaints Form' (which can be downloaded from IWA's website)
- Complaints may be sent to a staff member, a service manager or any of the nominated Complaints Officers listed at Appendix 1.
- You also have the option to make a complaint directly to IWA's dedicated Customer Care Department by contacting 01 818 6485 or by email at [customercare@iwa.ie](mailto:customercare@iwa.ie)

## 6. Receipt and Acknowledgment of Complaints

What happens when my Complaint is received by IWA?


- The staff member receiving your complaint or the Service Co-ordinator/Manager will acknowledge they have received your complaint in writing within **5 working days** and will give you a date that you can expect a response.
- You will be given a date that you will receive a response to your complaint within **30 working days**.
- A complaint file will be set up and an investigation will begin. If the original timescale cannot be met, the Complaints Investigation Officer assigned to your file will inform you by sending a letter of explanation to you about the cause of the delay.

## 7. How will my complaint be processed?

- 7.1. When you want to make a **written complaint** or a comment you can contact the IWA Customer Care Department by phoning 01 8186485 or emailing: [customercare@iwa.ie](mailto:customercare@iwa.ie). You will be given a *Compliments, Comments and Complaints Form (CCCF)* to record your complaint or comment or you may send in your complaint in writing to the Customer Care Department Irish Wheelchair Association Aras Chucullain Blackheath Drive Clontarf Dublin 3.
- 7.2. If you wish to make a **verbal complaint or comment**, an IWA Staff member/volunteer will write it onto CCCF for you. They will be read it back to you to make sure it is what you said. It will be dated and signed. You will be sent out a copy for your records.
- 7.3. When an IWA staff member/volunteer receives a complaint they will send the completed CCC Form and supporting documentation to their Line Manager/Volunteer

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Coordinator on the same day. They in turn will review, sign it and send the original to their Area/Regional Manager.

- 7.4. The Regional/Area Manager will review, sign and send it to the Director of Services within **7 days** of receipt of complaint.
- 7.5. The Director reviews, decides and agrees what action is necessary with Regional/Area Manager.
- 7.6. An Investigation Officer is appointed to work on the complaint for you.
- 7.7. All documents are copied to the person investigating the complaint and the Customer Care Department. If you have made a complaint and even if it has been resolved locally, it is sent to the Customer Care Department for recording.
- 7.8. If it is not resolved to your satisfaction you may seek a review of the decision with the Director of Quality and Standards, by contacting the Customer Care department phone 01818645 or by emailing: [customer@iwa.ie](mailto:customer@iwa.ie)
- 7.9. The Director of Quality and Standards reviews and agrees what action, if any, needs to be taken with the Director of the service being complained about.
- 7.10. All complaints are collated and reported to the HSE twice a year.


**Please refer Appendix 3 for flowchart outlining this procedure.**

## 8. How long will it take for my complaint to be heard?

- 8.1. You will be contacted **within 5 work days** to acknowledge receipt of your complaint and advised if it will be investigated further.
  - 8.1.1. Where the complaint is being investigated, the Complaints/Investigation Officer must try to investigate and finish the investigation of a complaint **within 30 working days** of it being acknowledged.
  - 8.1.2. If the investigation cannot be examined and concluded within **30 working days** then the Complaints/Investigation Officer will communicate this to you within 30 working days of acknowledging the complaint and give an indication of the time it will take to complete the investigation.
  - 8.1.3. The Complaints/Investigation Officer/ Customer Care will update you and the relevant staff/ service member every **20 working days**.
  - 8.1.4. The Complaints/Investigation Officer will try to investigate complaints within **30 working days**. However, where the 30 working days' time frame cannot

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be met despite every best effort, the complaints officer will try to conclude the investigation of the **complaint within 6 months** of the receipt of the complaint.

If this timeframe cannot be met, the complaints/investigation officer will inform you that the investigation is taking longer than 6 months and will give an explanation why and outline the options open to you.

**IWA will support you through the local IWA complaints management process while informing you that you may seek a review of your complaint by the Ombudsman or Ombudsman for Children.**

## 9. What happens after the Investigation

- 9.1. Depending on the outcome of the investigation, the Area/Regional Manager will determine the appropriate action to be taken. Following the investigation, the Area/Regional Manager will formally contact you in writing with the outcome and the action taken. The final response will address all aspects of the complaint and will be signed by the Area/Regional Manager. Details of the **Appeal process** will be included.


## 10. Appeal Process

If I want to appeal, what will happen?

- 10.1. If you are not satisfied with the response to a complaint you may contact the Area/Regional Manager to discuss the matter further.
- 10.2. If you remain dissatisfied, an appeal can be sent in writing. The appeal must be sent in no later than **10 working days** following the close of the investigation.  
**Please refer to Appendix 4 for further guidance.**

## 11. Implementation Plan

IWA aims to create an situation where service users feel comfortable and have the opportunity to provide feedback about services experienced and equally where employees feel comfortable about taking ownership of this process and supporting service users throughout.

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## 12.If I am not happy with how my complaint was handled

The following steps will be taken to review it.

- 12.1. Where complaints are made in relation to matters which fall under the scope of the Health Act 2004 i.e. complaints relating to activities or services which are funded by the HSE in whole or in part access to a Review Process by the HSE will be provided.
  
- 12.2. A Review Process for complaints is one which gives you an opportunity to have the recommendations made after the investigation of their complaint reviewed either externally by HSE Review Officers or by the Ombudsman or Ombudsman for Children. All requests for reviews should be addressed to: *Office of Head of Consumer Affairs, Health Service Executive, Oak House, Millennium Park, Naas, Co. Kildare.*

## 13.Independent Review – Ombudsman

- 13.1. This office came into existence following the Ombudsman Act 1980.
  
- 13.2. As provided for in the Health Act 2004, following the exhaustion of all IWA’s complaint processes of investigation and review, you may register a further complaint with the Ombudsman.
  
- 13.3. This right will be recorded on the complaint conclusion letter to the person who makes a complaint.

*“Nothing in this Part prohibits or prevents any person who is dissatisfied with a recommendation made or step taken in response to a complaint under this Part or with a review under this Part from referring the complaint to the Ombudsman or the Ombudsman for Children”.*

*Office of the Ombudsman, 18 Lr. Leeson Street, Dublin 2  
Tel: +353-1-639 5600, Lo-call: 1890 223030, Fax: (01) 639 567*

*Ombudsman for Children’s Office, Millennium House, 52-56 Great Strand Street  
Dublin 1. Tel: 01-8656800*

## 14. Anonymous Complaints

- 14.1. Unfortunately IWA regrets that they will not be able to investigate anonymous complaints against any member of staff.
  
- 14.2. To register a complaint, you **must** provide personal contact details.

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- 14.3. We regret that anonymous complaints against members of staff will not be entertained due to the possibility that they may be vexatious or malicious in nature.
- 14.4. Anonymity of a person making a complaint does not enable the principles of natural justice to be upheld.
- 14.5. All verbal and written anonymous complaints regarding services or events should be brought to the attention of the relevant line manager by IWA staff or Volunteers for a decision as to whether further action is needed.

## 15. Complaints made in confidence

- 15.1. IWA can facilitate complaints to be made in confidence where specifically requested by a person making a complaint.
- 15.2. In these instances, the identity of a person making a complaint will only be known to the person receiving the complaint, the Investigating Officer and the Area/Regional/Service Manager.
- 15.3. If the investigation requires the identification of a person making a complaint to be made known, you will be asked to give your consent.
- 15.4. If consent is not obtained the investigation cannot proceed. However, the Investigating Officer must be satisfied that the nature of the complaint does not represent a risk to IWA members or staff.

## 16. Vexatious or malicious complaints

- 16.1. If a complaint is deemed to be malicious the investigation, will not take place.
- 16.2. The person making a complaint will have the option of registering a further complaint with the Office of the Ombudsman.
- 16.3. The relevant Director of Service and Director of Quality and Standards will review vexatious or malicious complaints to determine if any action should/can be taken by IWA.

## 17. IWA Customer Care Policy Comprehensive Version

For a more comprehensive version of this policy please visit [www.iwa.ie/customerpolicylongversion](http://www.iwa.ie/customerpolicylongversion)

## 18. Appendices

- Appendix 1:** Complaints which are not included under Part 9 of the Health Act.
- Appendix 2:** Definitions
- Appendix 3:** Flowchart
- Appendix 4:** Appeals


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**Appendix 5: IWA Complaints Officers**

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**Appendix 1 - Complaints which are not included under Part 9 of the Health Act**

The following matters are excluded from investigation under Part 9 of the Health Act 2004:

1. A matter that is or has been the subject of legal proceedings before a court or tribunal;
2. A matter relating solely to the exercise of clinical judgment.
3. An action taken by the Executive or a service provider solely on the advice of a person exercising clinical judgment.
4. A matter relating to the recruitment or appointment.
5. A matter relating to or affecting the terms or conditions of a contract of employment.
6. A matter relating to the Social Welfare Act;
7. A matter that could be the subject of an appeal under section 60 of the Civil Registration Act 2004.
8. A matter that could prejudice an investigation being undertaken by the Garda Síochána;
9. A matter that has been brought before any other complaints procedure established by law e.g. Complaints Process under Part 2 of the Disability Act 2005.

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## Appendix 2 – Definitions

### Definitions

#### 1. Complaint (Definition as per the Health Act 2004)

- 1.1. “Complaint” means a complaint made under this Part about any action of the Executive or a service provider that—(a) it is claimed, does not accord with fair or sound administrative practice, and adversely affects the person by whom or on whose behalf the complaint is made;
- 1.2. A complaint means any action of the IWA that:
  - 1.2.1. It is claimed, does not accord with fair or sound administrative practice, and
  - 1.2.2. Adversely affects the person by whom or on whose behalf the complaint is made.
  - 1.2.3. **Anonymous Complaint ; Unknown Name or details of a person making the complaint**
  - 1.2.4. **Confidential Complaint:** Name and details of the person given but is private and only known to the person receiving the complaint.
  - 1.2.5. **Malicious Complaint:** Intent to harm others
  - 1.2.6. **Vexatious Complaint:** Intent on causing annoyance, frustration or worry.

#### 2. Action


- 2.1. An action does not represent fair or sound administrative practice if it is:
  - 2.1.1. Taken without proper permission or authority.
  - 2.1.2. Taken for unnecessary reasons.
  - 2.1.3. The result of negligence or carelessness.
  - 2.1.4. Based on incorrect or incomplete information.
  - 2.1.5. Discriminatory.
  - 2.1.6. Based on bad administrative practice.

#### 3. Time limits - The Health Act 2004 specifies the following:

- 3.1. A complaint must be made within 12 months of the date of the action giving rise to the complaint.
- 3.2. Within 12 months of the complainant becoming aware of the action giving rise to the complaint.

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- 3.3. A Complaints Officer may extend the time limit for making a complaint if in the opinion of the Complaints Officer special circumstances make it appropriate to do so. These special circumstances include but are not exclusive to the following:
- 3.4. If the complainant is ill or bereaved.
  - 3.4.1. If new relevant, significant and verifiable information relating to the action becomes available to the complainant.
  - 3.4.2. If it is considered in the public interest to investigate the complaint
  - 3.4.3. If the complaint concerns an issue of such seriousness that it cannot be ignored.
  - 3.4.4. Diminished capacity of the service user at the time of the experience e.g. mental health, critical/ long-term illness.
  - 3.4.5. Where extensive support was required to make the complaint and this took longer than 12 months.
  - 3.4.6. A Complaints officer must notify the complainant of decision to extend/not extend time limits within 5 working days.
  - 3.4.7. The Complaints Officer must give decision of extending/ not extending time in writing to the complainant within 5 working days of making decision.

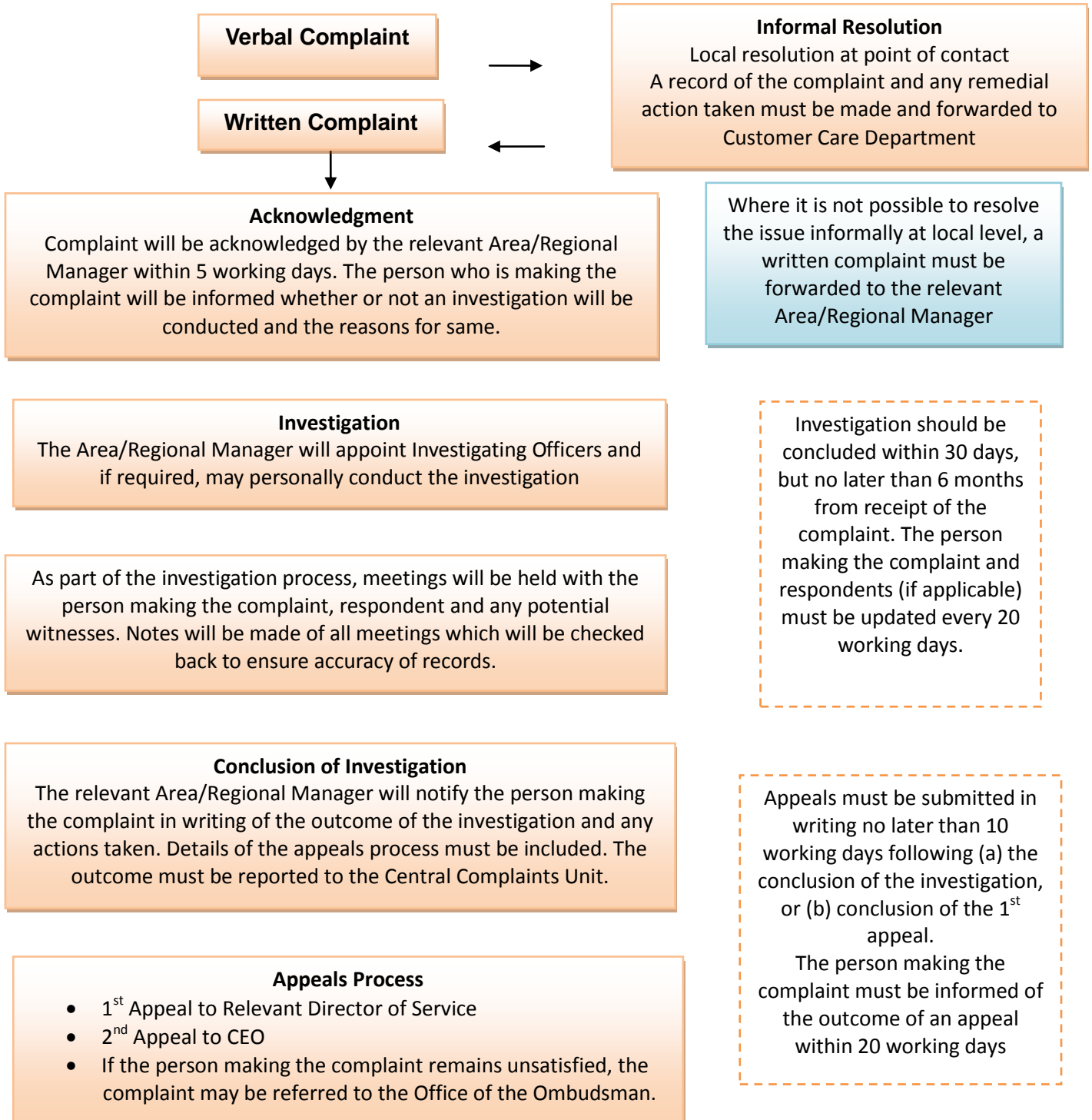
#### 4. Complaints Officer


- 4.1. For IWA the role of the **Complaints Officer** specified in the legislation will be carried out by the relevant Area/Regional/Service Manager or their **nominee** acting in the role of **Investigation Officer**.

**Names and contact details for the IWA Complaints Officers are listed at the end of this document in [Appendix 5](#).**



### Appendix 3 – Complaints Management Process Flowchart



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## Appendix 4 – Appeals

### 1. Appeals


- 1.1. If the person making the complaint is not satisfied with the response to a complaint he/she may contact the Area/Regional Manager to discuss the matter further.
- 1.2. If the person making the complaint remains dissatisfied, an appeal can be lodged in writing. The appeal must be submitted no later than 10 working days following the conclusion of the investigation.
- 1.3. All correspondence and information related to the investigation will be forwarded to the relevant Director for the service, who will establish an appeal panel to review the complaint and investigation.
- 1.4. The person making the complaint may be contacted to discuss the matter further.
- 1.5. The relevant Director will reach a conclusion and decide on an appropriate course of action.
- 1.6. The relevant Director will communicate the appeal conclusion to the person making the complaint within 20 working days of receipt of the written appeal. The outcome will be reported to the Customer Care department in IWA..
- 1.7. If the person making the complaint is still dissatisfied with the outcome of the appeal, a further appeal may be lodged in writing to the CEO. The appeal must be submitted no later than 10 working days following the conclusion of the first appeal.
- 1.8. The investigation and appeal will be reviewed by the CEO and/or members of the Senior Management Team.
- 1.9. A conclusion will be reached and communicated by the CEO to the person making the complaint within 20 working days of receipt of the written appeal. The outcome will again be reported to IWA Customer Care Dept.
- 1.10. If at the end of the appeals process the person making the complaint is still dissatisfied, IWA will inform the person making the complaint of the contact details of the Office of the Ombudsman.
- 1.11. The outcome of the complaints process will be communicated to all relevant individuals while adhering to the principle of confidentiality insofar as is practicable.

### 2. Review process

- 2.1. Where complaints are made in relation to matters which fall under the scope of the Health Act 2004 i.e. complaints relating to activities or services which are funded by the HSE in whole or in part access to a Review Process by the HSE will be provided.

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- 2.2. A Review Process for complaints is one which gives a person an opportunity to have the recommendations made after the investigation of their complaint reviewed either externally by HSE Review Officers or by the Ombudsman or Ombudsman for Children. All requests for reviews should be addressed to: *Office of Head of Consumer Affairs, Health Service Executive, Oak House, Millennium Park, Naas, Co. Kildare.*

### 3. Independent Review – Ombudsman

- 3.1. This office came into existence following the Ombudsman Act 1980.
- 3.2. As provided for in the Health Act 2004, following the exhaustion of all IWA complaint processes of investigation and review, the complainant may register a further complaint with the Ombudsman.
- 3.3. This right will be recorded on the complaint conclusion letter to a person making a complaint.

“Nothing in this Part prohibits or prevents any person who is dissatisfied with a recommendation made or step taken in response to a complaint under this Part or with a review under this Part from referring the complaint to the Ombudsman or the Ombudsman for Children”.

*Office of the Ombudsman, 18 Lr. Leeson Street, Dublin 2  
Tel: +353-1-639 5600, Lo-call: 1890 223030, Fax: (01) 639 567*

*Ombudsman for Children’s Office, Millennium House, 52-56 Great Strand Street, Dublin 1. Tel: 01-8656800*

### 4. Redress


- 4.1. An effective complaints system which offers a range of timely and appropriate remedies will enhance the quality of service of IWA’s services for service users.
- 4.2. It will have a positive effect on staff morale and improve IWA’s relations with the public.
- 4.3. It will also provide useful feedback to IWA and enable it to review current procedures and systems which may be giving rise to complaints.
- 4.4. Redress should be consistent and fair for both the person making the complaint and the service against which the complaint was made.
- 4.5. IWA will offer forms of redress or responses that are appropriate and reasonable where it has been established that a measurable loss, injury or disadvantage was suffered or sustained by the claimant personally.





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- 4.6. This redress could include:
  - 4.6.1. Apology.
  - 4.6.2. An explanation.
  - 4.6.3. Refund.
  - 4.6.4. Admission of fault.
  - 4.6.5. Change of decision.
  - 4.6.6. Replacement.
  - 4.6.7. Repair/rework.
  - 4.6.8. Correction of misleading or incorrect records.
  - 4.6.9. Technical or financial assistance.
  - 4.6.10. Recommendation to make a change to a relevant policy or law.
  - 4.6.11. A waiver of debt.
- 4.7. A complaints officer may not, following the investigation of a complaint, make a recommendation the implementation of which would require or cause :
  - 4.7.1. The HSE to make a material amendment to its approved service plan.
  - 4.7.2. A service provider and the HSE to make a material amendment to an arrangement under section 38.
- 4.8. If, in the opinion of the relevant person, such a recommendation is made, that person shall either:
  - 4.8.1. Amend the recommendation in such manner as makes the amendment to the applicable service plan or arrangement unnecessary.
  - 4.8.2. Reject the recommendation and take such other measures to remedy, mitigate or alter the adverse effect of the matter to which the complaint relates as the relevant person considers appropriate.

 <p><b>Irish Wheelchair Association</b></p> <p>Department: Quality &amp; Standards</p>	<p>Policy No: NSP 10  Revision Date: Feb 2018  Page: 17</p>	<p>No of pages: 20  Date: Feb 2016</p>
<p>Áras Chúchulainn, Blackheath Drive, Clontarf, Dublin 3 . Tel 01 818 6400   Fax 01 833 3873   Email info@iwa.ie www.iwa.ie   www.cuisle.com</p>		
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**Appendix 4 - IWA Complaints Officers**

**1.1. Figure 1: Complaints Officers - Assisted Living Services (Homecare)**

If you wish to make a complaint or provide feedback in relation to an assisted living service (Homecare/Personal Assistant Service) please contact the relevant Complaints Officer for your county.



**Marcus Hufsky**  
Area Manager – West & North West  
(Clare, Donegal, Galway, Leitrim, Limerick, Longford, Louth, Mayo, Meath, Monaghan, Sligo & Tipperary).  
Email: [Marcus.hufsky@iwa.ie](mailto:Marcus.hufsky@iwa.ie)  
Tel: 071 915 5522    Mobile: 087 767 0646



**Fiona McSweeney**  
Regional Manager – South  
(Cork and Kerry)  
Email: [Fiona.mcsweeney@iwa.ie](mailto:Fiona.mcsweeney@iwa.ie)  
Tel: 021 435 0282    Mobile: 087 694 9083



**Sinéad Foskin**  
Area Manager  
(Carlow, Kilkenny, Wexford and Waterford)  
Email: [Sinead.foskin@iwa.ie](mailto:Sinead.foskin@iwa.ie)  
Tel: 056 776 2775    Mobile: 087 693 9375

## 1.2. **Figure 2 – Complaints Officers – Community Supports**

(Resource & Outreach Services including day centres). If you wish to make a complaint or provide feedback in relation to community resource and outreach services , please contact the relevant Complaints Officer for your county;



**Mildred Carroll**

Area Manager – East  
(Cavan, Dublin, Kildare, Laois, Louth, Meath, Offaly & Wicklow).

Email: [mildred.carroll@iwa.ie](mailto:mildred.carroll@iwa.ie)

Tel: 041 984 6614    Mobile: 087 416 1878



**Hugh Farrell**

Regional Manager - West  
(Clare, Donegal, Galway, Leitrim, Limerick, Longford, Mayo, Roscommon, Sligo, North Tipperary and Westmeath).

Email: [hugh.farrell@iwa.ie](mailto:hugh.farrell@iwa.ie)

Tel: 090 647 1118    Mobile: 087 204 1701




**Liam Saunders**

Area Manager – South  
(Carlow, Cork , Kerry, Kilkenny, South Tipperary, Waterford and Wexford)


Email: [liam.saunders@iwa.ie](mailto:liam.saunders@iwa.ie)

Tel: 061 493 034    Mobile: 087 693 9375

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<p>Áras Chúchulainn, Blackheath Drive, Clontarf, Dublin 3 . Tel 01 818 6400   Fax 01 833 3873   Email info@iwa.ie www.iwa.ie   www.cuisle.com</p>		
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**1.3. Figure 3 – Complaints Officers – Residential & Supported Living Services**

1.3.1. IWA provides residential and/or supported living services at Phoenix Lodge Limerick, Claddagh Court – Kilkenny and The Steeples – Co. Tipperary. If you wish to make a complaint or provide feedback in relation to any of these residential or supported living services, please contact:



**Liam Saunders**  
Manager – Sarsfield Park, Limerick.

Email: [liam.saunders@iwa.ie](mailto:liam.saunders@iwa.ie)  
Tel: 061 493 034      Mobile: 087 693 9375

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<p>Áras Chúchulainn, Blackheath Drive, Clontarf, Dublin 3 . Tel 01 818 6400   Fax 01 833 3873   Email info@iwa.ie www.iwa.ie   www.cuisle.com</p>		
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**1.4. Figure 4 – Complaints Officers – Holiday & Respite Service**



**Jean Coleman**  
Services Manager – Cuisle Holiday Centre, Donamon, Co Roscommon  
Email: jean.coleman@iwa.ie  
Tel: 090 666 2277    Mobile: 087 985 5090



**Karen Cronin**  
Services Manager – Carmel Fallon Holiday & Respite Centre, Blackheath Drive, Clontarf, Dublin 3  
Email: Karen.cronin@iwa.ie  
Tel: 01 818 6458    Mobile: 087 268 9445

**Eimear Phelan**  
Services Manager – Claddagh Court, College Road, Kilkenny  
Email: Eimear.phelan@iwa.ie  
Tel: 056 776 2775    Mobile: 087 256 0469