

## South Dublin County Partnership

### Customer Feedback and Complaints Policy and Procedure

South Dublin County (SDC) Partnership aims to ensure all customers receive a good quality service. If you feel that we could improve on any of our services or you are unhappy with a particular aspect, please tell us in the following ways:

#### Customer Feedback

If you have a suggestion or comment on any of our services, please fill out a customer comment card which you will find at all our offices.

#### Customer Complaints Procedure

Should you have a complaint with regard to any of SDC Partnership's services or supports and you would like to have the matter addressed, please follow the complaints process outlined below:

**Stage 1** Where possible you should look to address your complaint with the staff member directly involved in providing the service to you.

**Stage 2** If the complaint remains unresolved, you should complete a complaints form and return it to [info@sdcpartnership.ie](mailto:info@sdcpartnership.ie) and the CEO has responsibility for managing complaints and dispute resolution.

SDC Partnership Customer Complaint Form is available from the reception desks at our Tallaght and Clondalkin offices and across all of our outreach centres, it is also available to download from our website [www.sdcpartnership.ie](http://www.sdcpartnership.ie)

*If you have any difficulty completing the complaints form, an independent member of staff will be assigned to assist you. Please contact reception at The SDC Partnership Tallaght Office on 01 464 9300 or the SDC Partnership Clondalkin Office on 01-450-8748 to arrange for assistance.*

**Stage 3** Upon receipt of a formal, written complaint, a letter of acknowledgement will be sent to you within 7 working days and you will then be invited to meet a staff member nominated by the CEO to discuss the matter in person.

SDC Partnership is committed to ensuring any customer complaint received is dealt with in a professional, confidential and timely manner and it is our intention where possible to resolve issues raised to everyone's satisfaction.

**Larry O Neill**

**Chief Executive Officer  
South Dublin County Partnership**