



COMMENTS, COMPLAINTS, AND COMPLIMENTS

This policy applies to individuals (members of the public) and organisations wishing to comment on, compliment or complain about any activities or courses offered by Tir Coed and/or the conduct of employees, volunteers, contractors and third parties working with or representing Tir Coed.

Staff, contractors and volunteers can submit comments or complaints through Tir Coed's internal procedures.

How to submit a compliment, comment or complaint:

Whatever your relationship – trainee, activity attendee or member of the public - with Tir Coed, we welcome your feedback – good or bad. Your views are important to us because they can help us improve the services and activities we provide.

Whether you would like to send a comment, compliment or complaint, please contact Development Director Jenna Morris using the contact page or email dev.director@tircoed.org.uk

Comments

We welcome feedback on any of the activities and courses we provide, including suggestions for improvements you think we could make to our services. Comments enable us to better understand how well our services meet the needs of those using them and help influence the organisational decisions we may make in order to maintain the standards of our activities.

Compliments

If you are happy with the services you have received or any involvement you may have had with our staff, trainees or activities in general, we would be delighted to hear from you. Letting us know what we have done well enables us to give credit where it is due and helps us do the things we do well even better.

Complaints

We're sorry if you feel we haven't lived up to your expectations. We are determined to make sure your complaint is heard and dealt with fairly and fully so that we can try to put things right.

The way we deal with complaints:

Any complaint received (preferably in writing) will be acknowledged within five working days.

We aim to respond to a complaint in full within 20 working days of receipt.

Appeals

If you are unhappy with the way we have dealt with your complaint, you can appeal our decision by contacting the Chair of the Board of Trustees by the methods outlined above.

To help us deal with your compliment, comment or complaint as effectively as possible, please tell us which service or activity it relates to.

Please also include your full name, contact details and how you would like us to contact you.

Complaints about Tir Coed will be treated confidentially. If you make a complaint, it won't affect your relationship with Tir Coed or stop you from receiving services from us in future.