



HEADWAY

Brain Injury Services & Support

**Information Guide to
Headway's
Comments and Complaints
for Services Policy**

We would like to hear from you about your experience of Headway services. The information will be received in a constructive and positive way to improve and review services to our clients.

Your comments, suggestions and complaints are welcomed and valued. They allow us to continually improve our services.

The Headway Comments and Complaints for Services Policy

We promise to:

- Pass on any positive feedback and act on comments.
- Handle complaints and personal details in confidence without prejudice.
- Appoint a Complaints Officer to look after your query. They will make sure it is handled fairly and properly.
- Acknowledge any written complaint within five working days of receipt.
- Inform you about your right to advocacy services. Advocates can support you in the complaints process.
- Investigate all complaints within 30 working days. If the process takes longer, we will keep you updated every 20 working days.
- Issue a clear written response to every formal written complaint.
- Advise you of your right to independent external review.

Headway Comment / Complaint Form

If you are unhappy about any aspect of our service, have a suggestion for improvement or wish to make a comment about a good service, please complete the following form and place it in the Comment Box, or return it to a member of staff /to our head office (Complaints Officer, Headway, Blackhall Green, Blackhall Place, Dublin 7)

Name and Location of Service:

Date of experience giving rise to comment/complaint:

Your Contact Details:

Name: _____

Address: _____

Tel: _____

Email: _____

Date: _____

Please give full details of your comment or the nature of your complaint in the space provided overleaf.

