

Feedback and Complaints Procedure

Signatories	Joanne Laws (Chair) Mary Conlon (Director)
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Policy links	The Dock Board Handbook

Feedback and Complaints

The Dock is committed to the highest possible standard in our dealings with the general public and our supporters. We listen and respond to the views of our customers and other stakeholders so that we can continually improve our services. The Dock welcomes both positive and negative feedback.

If you have a complaint about any aspect of our work, you can contact Mary Conlon, Director, in writing or by telephone, who will deal with your complaint in confidence, in a fair and transparent manner.

Mary Conlon, Director

The Dock, St George's Terrace, Carrick on Shannon, Leitrim, N41 T2X2

Tel: +353 (0)71 965 0828 ext. 7

Email: mary.conlon@leitrimcoco.ie

The Dock is open Tuesday to Saturday, 10am to 5pm.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. If you complain by email or in writing, we will aim to acknowledge your complaint within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new timeframe.

What actions will be taken?

Where an error has occurred, every effort will be made to resolve the matter and offer an explanation. Where a complaint highlights procedures at The Dock as being deficient or insufficient, we will review and/or amend organisational processes, where possible, to minimise future mistakes or oversights.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again with the Chair of the Board of Directors. The Chair will ensure that your appeal is considered at board level and will respond within two weeks of this consideration by board members.