

**Please note that we are unable to process anonymous complaints**

Name: .....

Address: .....

.....

.....

.....

Tel: .....

Email: .....

Date: .....



help us to  
improve our services

please cut along the dotted line

**do you have a  
complaint?**  
help us put it right



# Comments, Complaints & Compliments



**Guide for  
CRC Clients**

## CRC's Comments & Complaints Policy



The Central Remedial Clinic (CRC) is committed to providing quality services. Your comments, complaints and suggestions are welcomed as they allow us to continually improve our services.

It is CRC policy to:

- Welcome feedback on our services
- Aim to resolve complaints as near to the source of the contact as possible
- Investigate fully all relevant complaints
- Handle complaints in confidence
- Safeguard the rights and dignity of both service user and staff member
- Use the learning from service user feedback to enhance the quality of the service we provide



your comments  
can make a **difference**

## How to give feedback about CRC Services

To make sure that we continue to provide high quality programmes, we need to hear from you about the services you use.

If you are unhappy with any aspect of our service, if you have a suggestion for improvement or wish to make any comment, please:

- In the first instance tell the staff with whom you are dealing or another staff member. They will do their best to help you solve any problem immediately. Often this simple step may clear up what was a misunderstanding.
- Ask a member of staff for details of where to send a letter with details of your experience of our services
- Email the details of your experience of our services to:  
**[yourcomment@crc.ie](mailto:yourcomment@crc.ie)**
- Complete the attached form and give it to the receptionist or mail to:

*Complaints Liaison Person,  
Central Remedial Clinic,  
Vernon Avenue,  
Clontarf,  
Dublin 3.*

**Central  
Remedial  
Clinic**

## Comments, Complaints & Compliments Feedback Form

Your comment/complaint details-  
please include relevant dates:

Form area with horizontal dotted lines for text entry.