



Complaints, Comments & Compliments 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, then please complete this form.

Ask a staff member or at reception for contact details for the local Complaints Officer in your area.

Or email: comments.complaints@muiriosa.ie

Details of person making complaint/comment:

Name: _____

Address: _____

If you are not the individual who uses the service
please state relationship: _____

First Language: _____

Contact Phone Numbers: Work _____ Mobile _____ Home _____

Individual who uses the service (If different from above)

Name: _____

Address: _____

Contact Phone Numbers:

Work _____ Mobile _____ Home _____

First Language: _____

Do you have any special needs e.g. wheelchair access, sign language, need for interpreter etc. that you would like us to facilitate:

In the event of a complaint/concern:

What were the specific events leading to the complaint/concern?

Have you attempted to resolve the matter prior to this?

Please tick,

Yes No

If Yes, what happened?

Details of person contacted:

Date: _____

Name: _____ **Location:** _____

What are your main concerns about the situation now? _____

What are you hoping to achieve by making this complaint / raising this concern?

Signed: _____ **Date:** _____