

Community Therapy Ireland Feedback and Complaints Procedures

Community Therapy Ireland is an independent, national membership organisation representing community therapeutic service providers across Ireland. Through our work members are enabled to deliver sustainable, professional, therapeutic services to those who need them, when they need them, where they need them.

Community therapy services include professional counselling and psychotherapy, governed by strict clinical governance standards, ranging from early intervention to support in highly complex situations, responsive to emerging local needs, for everyone in the community, culturally appropriate, welcoming, affordable, rights-based and person-led, delivered by non-profit service providers, and complementing statutory and private service providers.

Community Therapy Ireland is grateful for the positive, trusted relationships we have with our members, and we welcome both positive and negative feedback. We listen and respond to the views of our members, our partners, and the general public so that we can continue to improve.

Community therapy Ireland is committed to ensuring that all our communications with our members and partners are of the highest possible standard. We are dedicated to ensuring we uphold our honest and transparent reputation, and as a charitable organisation we aim to achieve the highest standards in Clinical Governance and Excellence.

As part of our compliance with the Charities Regulator and the Charities Governance Code, we aim to ensure that:

- It is as easy as possible to make a complaint, where the need arises
- Our feedback and complaints procedures are user friendly and accessible
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- We treat every complaint seriously, whether made by telephone, letter, email or in person
- We deal with any complaint quickly and courteously within a reasonable period
- We respond appropriately with actions taken to rectify the complaint and/or provide further information if requested
- We learn from feedback and complaints, use them to improve, and monitor them at Management and Board level, as appropriate

What to do if you have a Complaint?

If you do have a complaint about any aspect of our work, you can contact Community Therapy Ireland in writing or by telephone. In the first instance, your feedback or complaint will be handled by a staff member who will aim to resolve the issue themselves or forward it to the most appropriate person to respond. Please give us as much information as possible in relation to the feedback or complaint. Our commitment is to respond to you promptly, through the channel of your choice. Please let us know how you would like us to respond, with relevant contact details.

Feedback and complaints in writing should be posted to Community Therapy Ireland:

77 Camden Street Lower, Dublin 2, D02 XE80

Feedback and complaints by email should be forwarded to:
info@communitytherapyireland.ie

What if you are not happy with our response?

You may get in touch again by writing to Community Therapy Ireland's CEO. The CEO will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration.

Feedback and complaints in writing should be posted to Community Therapy Ireland, 77 Camden Street Lower, Dublin 2, D02 XE80

Feedback and complaints by email should be forwarded to:
ceo@communitytherapyireland.ie

Community Therapy Ireland values all your feedback, both positive and negative.

We learn and improve thanks to your feedback.

Charity No CHY: 18950

Company Registration No: 545085