

## Client Complaint Form

Our organisation is committed to ensuring that all our clients receive the best possible service. We welcome feedback from clients when they experience problems and treat feedback as an opportunity to help us to improve our service delivery. We endeavour to handle all complaints fairly and work towards solving client complaints in a courteous and timely manner.

### How to Make a Complaint

You may refer your complaint to a member of staff who will be happy to assist you. Alternatively, you can use the form below to describe the nature of your complaint and email the completed form to:

[admin@scculenterprises.ie](mailto:admin@scculenterprises.ie).

You may also post your completed complaint form to:

SCCUL Enterprise Centre, Castlepark Road, Ballybane, Galway. H91 RH32

### Details of Complaint

<b>Name of Complainant:</b>	
<b>Address:</b>	
<b>Telephone Number:</b>	
<b>Email:</b>	
<b>Date of Complaint:</b>	

Please describe in detail the nature of your complaint

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**Please describe what actions can be taken to effectively deal with this complaint**

**FOR OFFICE USE ONLY**

**Complaint Tracker Reference Code:**

**Name of staff member taking complaint:**

**Name of person investigating complaint:**

**Results of investigation**

**Action(s) taken**

**Date complainant contacted with the results of the investigation and action(s) taken: *(dd/mm/yy)***