

## FRHD Complaints Procedure

### **If you have feedback or a complaint:**

If you have a complaint about any aspect of our work you can contact The Friends of the Royal Hospital Donnybrook in writing by post by email.

In the first instance, your complaint will be dealt with 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 and let us know in what format you would prefer us to respond to you, providing relevant contact details.

Write to:

Company Secretary  
Friends of the Royal Hospital Donnybrook  
Bloomfield Avenue  
Morehampton Road  
Donnybrook  
Dublin 4

E-Mail [friends@rhd.ie](mailto:friends@rhd.ie)

### **What happens next?**

If you submit a complaint by email or in writing we will always acknowledge your complaint within 5 working 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 deadline.

### **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again in by post or e mail addressed to The Chairperson of the friends of the Royal Hospital. The Chairperson will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration. If you are not satisfied with this the complaint will be referred to our Board.