

## Customer Feedback and Complaints Policy

Wexford Local Development is committed to providing a high quality service to our clients and all who engage with us. We welcome client feedback, both positive and negative, as it gives us the opportunity to continuously improve our standards and service. There are many ways that you can tell us about your experience – by telephone, in person, by email or letter. Our contact details are included in this document.

### Customer Complaints Procedure

At Wexford Local Development, *any clear expression of dissatisfaction with our service which calls for a response* is treated as a complaint. It is our policy to ensure that:

- It is as easy as possible to make a complaint, where the need arises;
- We treat every complaint seriously, dealing with it quickly and politely;
- We respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken;
- We learn from complaints, monitor them and use them to improve our service

### How to make a complaint to Wexford Local Development

In the first instance Wexford Local Development promotes the local resolution of complaints.

1. If you have a complaint we encourage you to make direct contact with the staff member concerned to address the issue. The member of staff receiving the complaint will make every effort to resolve the issue in a timely manner and to the satisfaction of the client.

Contact details are: Tel: 053-9155800 or email [info@wld.ie](mailto:info@wld.ie)

2. If the member of staff in question cannot resolve the complaint, or if a client is unhappy with the response received, the client will be requested, and given assistance if necessary, to put their complaint in writing to the CEO. Contact details are: Brian Kehoe, CEO, Wexford Local Development, Spawell Road, Wexford. Tel: 053-9155800 Email: [bkehoe@wld.ie](mailto:bkehoe@wld.ie)

If a complaint relates to the CEO, read “Chair of the Board of Directors” for “CEO”.

3. This written formal complaint will be acknowledged within 3 working days. Every effort to provide an immediate solution, where possible, will be offered.
4. In cases where further investigation of the complaint is required, a written response will be provided to the client within 15 working days.
5. Corrective action, when necessary, will be implemented to ensure that the risk of the complaint recurring is reduced. A record of the written complaint and corrective action will be logged on Wexford Local Development’s *Complaints Register* for management review and continuous improvement purposes.

## Customer Feedback Procedure

Your comments, compliments, suggestions and concerns are all feedback.

You can give feedback in a number of ways. You can:

- tell the member of staff you are dealing with directly
- call us on the telephone
- write to us by email ([info@wld.ie](mailto:info@wld.ie)) or by post

From time to time, we will also look for your feedback through surveys. You can choose whether or not you take part in these.

We will take your feedback seriously and use it to improve how we do things.