



Prader Willi Syndrome Association
Ireland

Reg. CHY number:15171
CRA Reg. 20051693
Company Registration: 364058



info@pwsai.ie



www.pwsai.ie

Prader Willi Syndrome Association of Ireland (PWSAI) is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

PWSAI welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- We treat it seriously whether it is made by telephone, letter, fax, email or in person;
- We deal with it quickly and politely;
- We respond accordingly - for example, with an explanation;
- We learn from complaints, use them to improve, and monitor them at our Board.

What to do if you have feedback

If you do have feedback about any aspect of our work, you can contact PWSAI by email, in writing or by telephone.

Your feedback will be dealt with by our chairperson. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. The Chairperson will ensure that your feedback is heard at Board level and will respond in a timely way after consideration by Board members.

Write to:

The Company Secretary
Prader Willi Syndrome Association Ireland
Carmichael Centre
Carmichael House
North Brunswick Street
Dublin 7
IRELAND

Email: info@pwsai.ie

What happens next?

If you give feedback in person or over the phone, we will try to resolve the issue there and then. Similarly, if you make contact by email or in writing we will always acknowledge your complaint and do everything we can to resolve it in a timely matter.

What if the complaint is not resolved?

Charities Regulator

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversee charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.