



Are you happy with our service?

Epilepsy Ireland welcomes feedback from service users relating to our service and we are committed to ensuring that any complaints are dealt with in a fair consistent way.

If you would like to make a general comment or pass on a compliment, these can be given directly to staff members or emailed to info@epilepsy.ie.

If you are unhappy about the service that we provided to you, we would like the chance to put things right. If you feel that we have been unwilling to help you or slow in helping you with your query, or in any other way have not provided the best service to you, please let us know so that we can improve.

Anonymous complaints cannot be formally investigated but will be noted for information.

We have a Complaints Policy which you can request, or you can download it from our website at [Epilepsy Ireland - Dealing with Complaints](#)

Do you need help making a complaint?

You can ask someone - a friend or relative to help with your complaint.

How do I make a complaint?

Most problems can be sorted out locally, informally and verbally. First, tell us what the problem is and give us a chance to put things right for you.

Making a formal complaint

If that does not work, you can make a formal complaint by writing to our Complaints Officer at Epilepsy Ireland, 249 Crumlin Road, Dublin 12 or by emailing info@epilepsy.ie letting us know that you wish to make a formal complaint and that it has not been resolved after talking to our staff.

How long will it take?

We try to resolve all complaints within 30 days. If it is very complicated, we will keep in contact with you regularly and endeavour to conclude all investigations within 6 months of the receipt of the complaint.

What if I am still not happy?

If you are still not happy after your complaint has been formally dealt with you have the right to refer your complaint to the Office of the Ombudsman / Ombudsman for Children - complaints@ombudsman.ie