

## **Handling Feedback and Complaints**

ACET (AIDS Care Education and Training) 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. ACET 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, email or in person;
- we deal with it quickly and politely;
- we respond accordingly – for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at our Board.

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

If you do have a complaint about any aspect of our work, you can contact Richard Carson, our CEO, in writing or by telephone. In the first instance, your complaint will be dealt with by our Chief Executive. 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.

Write to:

Richard Carson  
ACET  
50 Lower Gardnier Street  
Dublin 1  
D01 VC03

Tel 01 87 87 700  
richard.c@acet.ie

### **What happens next?**

If you complain in person or over the phone, we will try to resolve the issue

there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within seven 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 by writing to ACET's Chairman, Prof. Samuel McConkey. Write to the Chairman c/o the ACET postal address. He will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.