

Your comment / complaint details (Please attach extra pages if necessary)

<b>Name:</b>	
<b>Address:</b>	
<b>Tel:</b>	
<b>Email:</b>	
<b>Date:</b>	

**To make your comment, suggestion or complaint please fill in and tear off the attached sheet.**

**You can place this in the special box provided in reception area**

**Ask a member of the team at reception for contact details of the Manager**

**e-mail :  
info@goshh.ie**

**Or you can contact us through the website at the following address:  
www.goshh.ie**

**Telephone:  
061 314354**

**GOSHH  
Redwood Place  
18 Davis Street  
Limerick**



# *Your Service Your Say*

*Your guide to GOSHH  
Comments and Complaints*

**GOSHH provides Gender, Orientation, Sexual Health and HIV services to everyone living in the Mid West of Ireland. Our job is to provide the services you need in a professional and courteous manner that maintains your dignity.**

To make sure that we are doing our job well, we need to hear from you about the service you use.

If you are unhappy about any aspect of our service, if you have a suggestion for improvement or wish to make comment please:

- **Tell a staff member** and they will try to help you to solve any problem immediately
- **Ask a member of staff** for details of where to send a letter with details of your experience of our services
- **Email the details** of your experience of our service to: [info@goshh.ie](mailto:info@goshh.ie)
- **Complete the attached form** and either leave it in the comment and complaints box in reception, give it to a member of staff or ask a staff member for an address to send it to.

Your comments, suggestions and complaints are welcomed and valued. They allow us to continually improve our services.

## GOSHH Comments & Complaints Policy

### We promise to:

- **Pass on any praise and act on comments**
- **Handle complaints and personal details in confidence without prejudice**
- **Appoint a complaints officer to look after your query. They will make sure it is handled fairly and properly**
- **Acknowledge any written complaint within 5 working days of receipt**
- **Inform you about your right to advocacy services. Advocates can support you in the complaints process**
- **Investigate all complaints within 30 working days. If the process takes longer, we will keep you updated every 20 working days**
- **Issue a clear written response to every formal written complaint**
- **Advise you of your right to an independent internal review**
- **Advise you of your right to an independent external review if appropriate**

## GOSHH

### Your service, Your say

If you are unhappy about any aspect of our service, have a suggestion for improvement or wish to make a comment about a good service, then please complete this form

Name of service / member of staff about which you wish to comment or complain
Date and place of experience giving rise to comment /complaint
Your comment/complaint details (Please attach extra pages if necessary)