



Handling Feedback & Complaints from the Public Policy

At the National Traveller Women's Forum, we are committed to ensuring that all our communications and dealings with the general public and our stakeholders are of the highest possible standard

We listen and respond to the views of the general public and our stakeholders so that we can continue to improve and provide a service required by all

National Traveller Women's Forum welcomes all feedback both positive and constructive and 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 Meetings.

If you do have a complaint about any aspect of our work, in the first instance please contact our Co-Ordinator in writing or by telephone:

Maria Joyce, Co-Ordinator, National Traveller Women's Forum, 4/5 Eustace Street,
Dublin 2 maria@ntwf.net 01 7383874/086 1933866

You can also contact us via our website - www.ntwf.net/contact-us

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.

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 7 days and do everything we can to resolve it within 28 days.

If this is not possible, we will explain why and provide a new deadline.

If you are not happy with our response, you may get in touch again by writing to Chairperson as follows:

Sandra McDonagh, Chairperson, National Traveller Women's Forum, 4/5 Eustace Street,
Dublin 2

info@ntwf.net - 01 7383874

The Chairperson will ensure that your appeal is considered and will respond within three weeks of this consideration by the committee.