



ACQUIRED
BRAIN INJURY
IRELAND



Your Voice Matters

You have a right to complain, compliment and comment on the work of Acquired Brain Injury Ireland.

At Acquired Brain Injury Ireland we believe your complaints, compliments and comments can help us improve our service.

- ✓ **A compliment or comment can be made to any member of staff**
- ✓ If you wish to make a formal complaint please put it in writing to the **Local Services Manager** (You will receive a written response within one week)
- ✓ If the outcome is not satisfactory, you have a right to have your complaint passed to the **Regional Manager** (You will receive a response within two weeks)
- ✓ If you still feel that the issue has not been resolved to your satisfaction you have a right for your complaint to be submitted to ABI Ireland **Chief Executive, Barbara O'Connell** at:

Acquired Brain Injury Ireland
43 Northumberland Avenue,
Dun Laoghaire
Co. Dublin

- Any individual making a complaint is not adversely affected by reason of the complaint being made.
- Any individual has the right to enlist the help of external advocates.
- Compliment and comment forms available online at www.abiireland.ie

