**Complaint Form**

**Complaint Form – Bat Conservation Ireland**

Our organisation is committed to ensuring that our interactions with members of the public are to the highest possible standard. We welcome feedback from members of the public when they experience problems and treat feedback as an opportunity to help us to improve our standards. We endeavour to handle all complaints fairly and work towards solving complaints in a courteous and timely manner.

**How to Make a Complaint**

You may refer your complaint to a member of staff who will be happy to assist you. Alternatively, you can use the form below to describe the nature of your complaint and email the completed form to: *admin@batconservationireland.org*. You may also post your completed complaint form to: *Carmichael Centre, 4-7, North Brunswick Street, Dublin 7, D07 RHA8*.

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**Details of Complaint**

|  |  |
| --- | --- |
| **Name of Complainant:** |  |
| **Address:** |  |
| **Telephone Number:** |  |
| **Email:** |  |
| **Date of Complaint:**  |  |

**Please describe in detail the nature of your complaint**

**Please describe what actions can be taken to effectively deal with this complaint**

**FOR OFFICE USE ONLY**

**Complaint Tracker Reference Code:**

**Name of staff member taking complaint:**

**Name of person investigating complaint:**

**Results of investigation**

**Action(s) taken**

**Date complainant contacted with the results of the investigation and action(s) taken:**

**(dd/mm/yy)**