

### Comments or Complaints

#### Your service, Your say

Here at the MS North West Therapy Centre, we strive to provide the best possible service to all of our clients and stakeholders. You can help us to achieve this goal by sharing your comments or complaints with us. This information can be used to improve our service.

If any client or stakeholder has a comment or a complaint it will be dealt with in confidence and without prejudice.

There are a number of ways that you can make a comment or complaint.

- Talk to: Tamara Gormley - Service Manager, Mairead Martin - Acting Service Manager in the MS North West Therapy Centre.
- Talk to: Any member of our team
- Call: Tamara Gormley/Mairead Martin 071- 9144748
- Email: [manager@mstherapycentre.ie](mailto:manager@mstherapycentre.ie)

If for any reason you are unhappy with the way in which your complaint has been dealt with you have the option to contact the Ombudsman for an independent review.

The Office of the Ombudsman: 01-639 5600

For further information please request to see a copy of the MS North West Therapy Centre Complaints Policy.