

## Feedback and Complaints

Fighting Words is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

Fighting Words welcomes both positive and negative feedback. Therefore 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, fax, 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 board level.

### If you have feedback or a complaint

If you have a complaint about any aspect of our work, you can contact Mr. Sean Love, Executive Director, in writing or by telephone, who will deal with your complaint in the first instance.

Write to:

The Executive Director  
Fighting Words  
12-16 Behan Square  
Russell Street  
Dublin 1  
Tel: 353 1 8944576  
Email: [info@fightingwords.ie](mailto:info@fightingwords.ie)

We are open Monday to Friday from 8am to 6pm.

### What happens next?

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 21 days. If this is not possible, we will explain why and provide a new timeframe.

### What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again with the Chairman of Fighting Words. The Chairman will ensure that your appeal is considered at board level and will respond within 2 weeks of this consideration by board members.