Complaints Policy

Engaging Dementia is committed to excellence in everything we do - how we communicate, how we deliver services, and how we work with all stakeholders, including attendees and participants, trainers, volunteers, and the general public. We encourage feedback and regard it as an invaluable tool to inform improvements in our services. We ensure that all of those who provide us with feedback, both positive and negative, receive full and timely responses.

We aim to ensure that:

- It is as easy as possible to make a complaint where the need arises;
- We deal with any complaint quickly and politely;
- We respond in the most meaningful way for the complainant and provide information on action taken.
- We learn from complaints, use them to improve and monitor them at Board level. How to lodge a complaint with Engaging Dementia

How to make a complaint:

- Contact our CEO by email, post or by phone, giving as much detail as possible about the issue;
- We will respond to you within five working days and let you know how we will deal with your complaint;
- We will aim to propose a resolution within 15 working days, or let you know when we will be able to communicate this;
- If you are unhappy with how we handled the complaint, or not satisfied with the proposed resolution, we ask you to let us know;
- If you do not accept the proposed resolution and are substantive grounds for doing so, the Board of Directors will appoint an independent person to investigate your complaint and make a decision;
- This decision will be final;
- The complaint is logged in our Complaints Register and tracked until resolved.

- The Complaints Register is reviewed biannually by the Board of Directors.

Our contact details are:

Chief Executive, Engaging Dementia
Mounttown Community Facility
Meadowlands, Fitzgerald Park
Lower Mounttown Road
Dun Laoghaire
Co. Dublin, A96 KR65
Email: admin@engagingdementia.ie
Tel: 01 260 8138