



**Forbairt Chomhtháite Mhuineacháin**

**Monaghan Integrated Development**

**Supporting Growth and Opportunity**

## **FEEDBACK AND COMPLAINTS**

### **1. Customer Feedback**

MID undertakes regular reviews of procedures and service delivery to ensure quality standards are maintained. We will at all times welcome and take on board as appropriate any feedback you may provide to help us to continuously improve our service delivery.

All programmes & courses delivered by MID provide an opportunity to give general feedback. You can do this by:

- Talking with any of our staff members
- Emailing your comments/feedback to **info@midl.ie**.
- Completing course evaluation forms
- Completing online surveys
- Completing LES comment cards which are displayed in our offices

### **2. Formal Customer Complaints**

Sometimes, despite our best efforts, we may get things wrong and you may wish to point this out to us. You do so formally as follows:

#### **How to make a formal complaint to MID:**

- Formal complaints must be made in writing and must state that it is a complaint. By doing this we will know a complaint has been made and there will be no room for confusion regarding what you are complaining about.
- Be clear about the issue you wish to complain about – for example, time, date, staff member, programme involved, details of what happened, etc. The more detail you can give us the quicker we can get the issue resolved.
- You must supply us with your full name, address and contact details.
- Formal Complaints in writing may only be submitted by post to:

The CEO  
Monaghan Integrated Development  
Unit 9, Drumillard Business Park,  
Monaghan Road  
Castleblayney  
County Monaghan

When we receive a formal complaint we will do the following:

1. **Receive and classify the complaint:** We will review the complaint ensuring that enough information is available to allow further investigation, review and action as required.
2. **Acknowledge receipt of your complaint within 5 working days:** We will ensure that you receive a formal written acknowledgement, containing an

expectation of when you will receive a response, and the person dealing with it.

3. **Investigate:** The CEO, with relevant MID staff, will follow up all aspects of your complaint, both internal and external, to ensure that the key facts are identified and clarified.
4. **Resolve and confirm:** We will ensure that the final resolution is clear and fair. MID management will then confirm the proposed action and resolution with those involved.
5. **Respond to the customer:** The MID CEO will formally write to you on the outcome of the investigation & any follow up action.
6. **Follow up:** We will follow up to confirm that you are satisfied with the response given.
7. **QA and close:** Your complaint will help MID to deliver a better service to our clients in the future. Therefore we will ensure that our organisation as a whole is aware of complaints and any underlying issues. We will plan actions to remove these and prevent future recurrence.

### **Head Office**

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Drumillard Business Park,  
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