

Comments

Concerns

Complaints

Compliments

Find out more

To find out more about services available at the Aisling Centre visit our website (details below) or register to receive e-updates. You can also follow us on Facebook & Twitter.

Where can you find us?

Aisling Centre
37 Darling Street
Enniskillen
Co Fermanagh
BT74 7DP

How can you contact us?

Drop in: 9am - 5pm Monday to Friday
Telephone: 028 66 325811
Email: info@theaislingcentre.com
Website: www.theaislingcentre.com

Follow us on



Patron

Adrian Dunbar

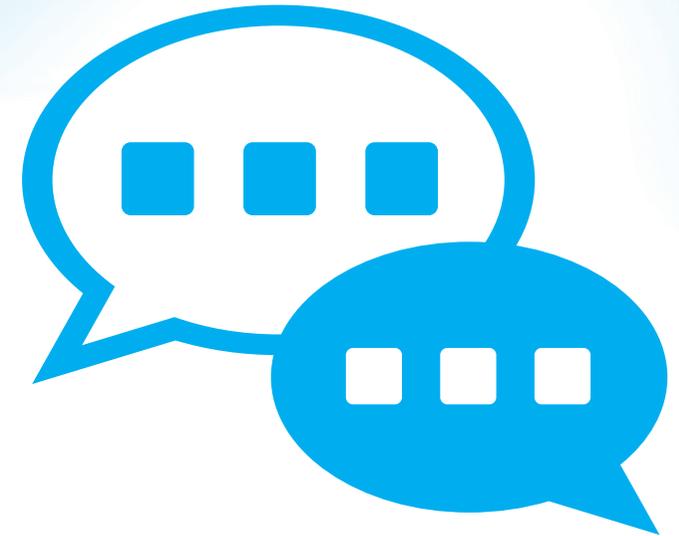
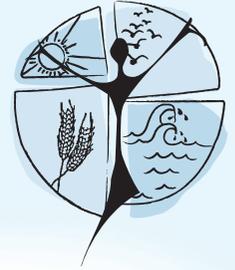
Registered with the Charity Commission for NI - NIC101096
Limited Company Registration No – NI 27011
BACP Registration No - 101666

Emergency contact telephone numbers:

Gateway Team: 028 7131 4090
Lifeline: 0808 808 8000
Emergency Services: 999
GP Out of Hours Services: 028 7186 5195
Samaritans: 08457 90 90 90
Childline: 0800 1111

Aisling
centre

Hope Healing Growth



We Welcome
Your Comments

Your local Counselling, Psychotherapy
and Well-Being Service

www.theaislingcentre.com

We welcome your comments

The Aisling Centre is a registered charity managed by a voluntary Board of Directors. The Centre aims to deliver its service and facilities to a high standard. The Centre is committed to creating an environment in which everyone can feel safe, welcomed, valued and respected.

The Centre welcomes constructive criticism and suggestions that will enable the Centre to learn and improve.

Who can make a comment?

Comments can be made by anyone who uses the services of the Aisling Centre. Your feedback is important to us and we would particularly encourage the completion of End of Programme Evaluation Forms which will be given to you by your therapist/facilitator.

We will consider all comments and suggestions received and concerns raised. We will share them with the Aisling Centre Team and make changes if possible/appropriate. Complaints will be taken seriously and treated in confidence.

Want to make a complaint?

We would encourage you, in the first instance, to speak to a member of staff who may be able to allay your concerns.

Should you wish to make a formal complaint, you should do so as soon as possible after the action/incident giving rise to your complaint, usually within 6 months (and normally no longer than 12 months).

You can make a complaint verbally (face to face or on the telephone) or in writing (letter or e-mail). Please provide us with as much information as possible including:

- Your name and contact details
- What or who you are complaining about
- Where and when the event that caused your complaint happened
- Where possible, what action would you like the Aisling Centre to take

If you are raising a concern or wish to make a verbal complaint about the therapy service, you should speak to the Clinical Co-ordinator who may be able to address your concerns promptly. If this is not possible, the Clinical Co-ordinator

will take note of your complaint and bring it to the attention of the Centre Co-ordinator.

All other concerns/complaints should be raised with the receptionist on duty who will take note of your complaint and bring it to the attention of the Centre Co-ordinator.

What happens next?

Your complaint will be acknowledged within 5 working days of receipt. We will aim to respond fully to your complaint within 25 working days.

However, it should be noted that we are a voluntary organisation with limited resources and that some complaints may take longer to resolve than others. We will keep you informed if we are unable to respond within this time frame.

If you are unhappy with the response you receive from the Centre Co-ordinator, you can refer your complaint/ask to have your complaint referred to the Chairperson, Board of Directors.

Compliments

We will use your compliments to highlight good practice and will share them with the Aisling Centre Team.