

Feedback and Complaint Form

I have read the Léargas [Feedback and Complaints Policy](#) and understand that in submitting this form I am initiating a formal feedback complaint review process.

Complainant details

Full Name	
Organisations	
Email	
Phone	

Complaint details

Nature of the Complaint (please delete as appropriate)	<p><u>Feedback:</u> Léargas defines feedback as giving your opinion or thoughts about your experience of our service or activities. It can be positive or negative and is usually given informally and with the intention to help improve something.</p> <p><u>Service Complaints</u> are defined as those where the complaint is specifically related to services or activities provided by Léargas and our staff.</p> <p><u>Project complaints</u> are defined as those where the complaint is about an organisation that has benefitted from our programmes/projects. In these cases, the complainant is advised to exhaust that organisation's internal procedures before submitting a complaint to Léargas. <u>All Project Complaints must be made via the Formal Complaints process</u> as per our policy.</p>
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Please set out clearly the nature of your complaint and the outcome you are seeking.

If your complaint is regarding organisations which has benefitted from our programmes/project, you are advised to exhaust that organisation's internal procedures **before submitting a complaint to Léargas. It should be noted that Léargas is required by the European Commission and other authorities to apply a range of monitoring and audit processes for all programme and project beneficiaries. Please include project reference and other details related to your complaint*

Please email the completed form to Léargas and include the words *Feedback or Complaint* in the subject line: complaints@leargas.ie