



Complaints Policy

JULY 2022.

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COMPLAINTS POLICY

Our Commitment to You

Castlecomer Discovery Park is committed to ensuring that all our communications and dealings with our visitors, our supporters and all who engage with us are of the highest possible standard. We firmly believe that through feedback we can grow and develop and improve our service. Castlecomer Discovery Park welcomes both positive and negative feedback. Therefore we aim to ensure that:

it is as easy as possible to make a complaint, where the need arises; we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response

We treat every complaint seriously, whether made by telephone, letter, email or in person

We deal with any complaint quickly and politely

We respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;

We learn from complaints, use them to improve, and monitor them at Board level.

What to do if you have a Complaint?

If you do have a complaint about any aspect of our work, you can contact us in writing or by telephone. In the first instance, your complaint will be dealt with by our Operations Manager. Please let us know how you would like us to respond, with relevant contact details.

Contact details are:

Jo McCarthy

Operations Manager, Castlecomer Discovery Park, The Estate Yard, Castlecomer, Co. Kilkenny

Email: jo@discoverypark.ie

Phone: 0564440707

Our offices are open from 9.00 am to 4.00 pm Monday – Friday

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 with 21 days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the board of directors annually.

What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Castlecomer Discovery Park's General Manager, Kathy Purcell (kathy@discoverypark.ie) If you are still not satisfied with the outcome, you are invited to contact the Chairman of the board who will ensure that your appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members.

Acting on Results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your Voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well. We have an online survey which is sent to customers following their trip to the park.

This process for lodging complaints does not apply Castlecomer Discovery Park staff or volunteers, who have a separate policy for lodging any complaints.