



Feedback and Complaints

North West Hospice values your views and is committed to ensuring that all our communication with the general public and our supporters is of the highest possible standard. We will listen to you and welcome your positive and negative feedback, so that we can continue to improve.

What to do:

If you have feedback or a complaint about any aspect of our work, you can contact our Charity Manager, Miss Olive Mc Tague.

Please give as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

Miss Olive Mc Tague,

Charity Manager

North West Hospice Centre,

Wine Street, Sligo

Tel: (071) 91 70523 | Email: feedback@northwesthospice.ie

We are open 5 days a week, from 9am – 5pm.

What happens next?

If you contact us over the phone, we will try and resolve the issue there and then. Similarly, if you contact us by email or in writing, we will always acknowledge your contact within 7 days and do everything possible to resolve it within 21 days.

If this is not possible, we will explain why and provide a new deadline.

If the complaint is not resolved

If you are not happy with our response, you may get in touch again by writing to the North West Hospice Chairperson. The Chairperson will ensure that your appeal is considered at Board Level and will respond within two weeks of this consideration by Board Members.