



### **3Ts: HANDLING FEEDBACK & COMPLAINTS**

The 3Ts (Turn the Tide of Suicide) is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

The 3Ts welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- We treat it seriously whether it is made by telephone, letter, fax, email or in person;
- We deal with it quickly and politely;
- We respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- We learn from complaints, use them to inform and improve and monitor them at our Board.

#### **What to do if you have feedback or a complaint**

If you do have feedback or a complaint about any aspect of our work, you can contact the 3Ts Manager in writing or by telephone. In the first instance, this will be dealt with by our Manager. Please give us as much information as possible and let us by which means you would like us to respond, providing relevant contact details. Our contact details are:

#### **Lise Alford**

The Manager  
The 3Ts  
2<sup>nd</sup> Floor Elm House  
Leopardstown Office Park  
Sandyford  
Dublin 18 D18 YEK6  
Tel: 01 2139905  
Email: lise@3ts.ie

We are open 5 days a week, Monday to Friday from 9am to 5pm.



**3ts** | turn the tide of suicide

### **What happens next?**

In the instance of a complaint, if the complaint is made in person or over the phone, we will try to resolve the issue there and then. Where an immediate resolution is not possible, we will undertake to make instigate the necessary enquiry to facilitate a prompt resolution with 21 days. 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 within 21 days. If this is not possible, we will explain why and provide a new deadline.

### **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 the Chairman of The 3Ts. The Chairman will ensure your appeal is considered at Board level and 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 the 3Ts work is of good quality. 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.