

Léargas Feedback Guidelines

At Léargas, we are dedicated to delivering high-quality services and support to all our stakeholders, including participants, organizations, and partners involved in Erasmus+ and ESC programmes. We consider feedback crucial for our ongoing improvement and for enhancing our programmes and services. Here's how you can provide feedback, how it will be managed, and the principles that guide our [Customer Charter](#).

Purpose

The purpose of feedback is to ensure that:

- You have clear and accessible means to provide feedback.
- Feedback is handled in a consistent, fair, and timely manner.
- Feedback contributes to the continuous improvement of our services and programmes.

Types of Feedback

Feedback may include, but is not limited to:

- **Compliments:** Positive feedback about our services, staff, or programmes.
- **Suggestions:** Ideas for improvements or new initiatives.

If your feedback relates to a complaint, please refer to our complaints policy.

Providing Feedback

How to Provide Feedback

- You can provide feedback through the following channels:
- **Informally:** Share your feedback directly with our staff during training sessions, events, monitoring visits, checks, and other interactions.
- **Email:** Send your feedback to feedback@leargas.ie
- **Phone:** Call us at 01-8731411.

Information to Include

When providing feedback, please include the following information:

- Your full name and contact details.
- A clear description of your feedback, including any relevant dates, names, or reference numbers.
- Any supporting documentation, if applicable.

Handling Feedback

Acknowledgment

- Feedback received by email will be acknowledged within 5 working days of receipt.
- An acknowledgment will include the name and contact details of the person handling your feedback.

Confidentiality

- All feedback will be treated with confidentiality. Information will only be shared with those who need to know to investigate and respond to the feedback.
- Anonymous feedback will be considered; however, it may limit our ability to investigate and respond effectively.

Continuous Improvement

- Feedback will be reviewed regularly to identify trends and areas for improvement.
- We will use feedback to inform our policies, procedures, and training programmes.
- Summary reports of feedback and actions taken will be shared with senior management and, where appropriate, with stakeholders.

Thank you for taking the time to provide feedback. Your input is invaluable in helping us improve our services and support for Erasmus+ and ESC programmes. Any personal information submitted will be handled in accordance with our GDPR policy and procedures.