**Léargas Formal Complaints Form**

**What is a Complaint?**

A complaint is when you inform us that you are dissatisfied with any service provided by Léargas or an organization/person funded by our programs/grants. Please note that issues related to specific grant awards or appeals are not covered by this complaints procedure. For those issues, please refer to our Appeals process.

**Definitions**

**Define the Complaint:**
Please clearly define the nature of your complaint or any other issue you may have with the service provided by Léargas or an organization/person funded by our program/grant.

**Complaint Submission Process**

**Make an Informal Complaint:**

Initially, we will try to address complaints informally. Please email the Complaints Liaison Officer at **complaints@leargas.ie**. A staff member will review your complaint and attempt to resolve it without further escalation.

**Make a Formal Complaint:**

If you remain unsatisfied after the informal process, please submit a formal complaint using this form. Send the completed form to **complaints@leargas.ie**, where it will be handled by our Complaints Liaison Officer.

**Types of Complaints**

* **Service Complaints:** About services or activities provided by Léargas and our staff.
* **Project Complaints:** About organizations/persons funded by our programs/projects. Please use that organization’s complaint procedures first before contacting Léargas.

**Complaints Form**

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| **Details of the Complainant (person making the complaint)**  |  |
| **Full Name:**  |  |
| **Organisation (if applicable):**  |  |
| **Address:**  |  |
| **Email Address:**  |  |
| **Phone Number:**  |  |
| **Project Reference (if applicable):**  |  |
| **Name of the Organization/Individual the Complaint is Against:**  |  |
| **Nature of Your Complaint** Please set out clearly the nature of your complaint:  |  |

*If your complaint is regarding an organization that has benefited from our programs/projects, please exhaust that organization’s internal procedures before submitting a complaint to Léargas.*

**Supporting Documentation**

Attach any relevant documents (e.g., emails, letters, etc.):

**Desired Outcome**

What would you like to see happen as a result of your complaint?

**Additional Information**

**Have you previously reported this complaint to anyone?**

* Yes
* No

**If yes, to whom and when?**

**Consent**

I consent to Léargas processing my personal data for the purpose of handling my complaint. Any personal information submitted will be handled in accordance with Léargas GDPR policy and procedures.

* Yes
* No

**Submission**

**Date:**  **Signature:**

**Submission Instructions**

Please submit this form via email to **complaints@leargas.ie** or post it to:

**Léargas Complaints Department**
Kings Inn House,
Dublin 1

Thank you for bringing this matter to our attention. We will acknowledge receipt of your complaint within 5 working days and aim to resolve it as quickly as possible.