

Comments and Complaints procedure

TASC is committed to dealing effectively with any comments or complaints you may have about any aspect of our work or about our organisation.

All comments will be taken into consideration. If we do get something wrong, we will apologise and where possible we will make every attempt to put things right. We also aim to learn from our mistakes and use all feedback we receive to improve our service and outputs.

To make a comment or complaint

Email: contact@tasc.ie

Please try and provide as much detail as possible including:

- Remember to state your name, address and telephone number (and email address if applicable)
- Please state if you are acting on behalf of someone else
- Briefly describe what your complaint is about, stating relevant dates, times and key information
- List your specific concerns starting with the most important
- State your preferred method of communication

Please attach any relevant files or information to help us respond to your query alternatively, print and post to:

Dr Shana Cohen
Director, TASC
28 Merrion Square North
Dublin 2.

Dealing with your complaint

We will formally acknowledge your complaint in writing within five working days of receipt and let you know how we intend to deal with it.