



**Kerry Speech &
Language Therapy Clinic**

Kerry Speech and Language Therapy Clinic,
Scotia Clinic,
Killerisk Road,
Manor West,
Tralee,
Co. Kerry

COMPLAINTS POLICY

At Kerry Speech and Language Therapy Clinic, we are committed to providing high-quality services to all of our clients. However, should you have a complaint, please let us know.

At Kerry Speech and Language Therapy Clinic, we ensure that:

- lodging a complaint is easy as possible
- all complaints are treated seriously and receive an immediate response
- they are dealt appropriately, calmly and professionally
- our clinic uses the complaint to improve our service standards

An informal approach is appropriate for most complaints. However, if you feel your concerns cannot be resolved using an informal approach, please utilize the complaints procedure below.

Please be advised that Kerry Speech and Language Therapy Clinic operates a complaints policy as described below:

1. In the first instance, please discuss your complaint with your/your child's Speech and Language Therapist.
2. If your complaint is not resolved in a satisfactory manner by the speech and language therapist, your complaint will be passed to Clinical Director, Kerry SLT Speech and Language Therapy Clinic.
3. You will be invited to attend a meeting to discuss and hopefully resolve your complaint.
4. If your complaint is not resolved by Kerry Speech and Language Therapy Clinic, you may address your complaint to CORU. The procedure for such complaints is outlined on the CORU website on www.coru.ie.