



RESEARCH FOUNDATION

Royal Victoria Eye & Ear Hospital

Clinical Diagnostic Unit, Adelaide road, Dublin 2, D02 XK51

Telephone: 01 634 3630 • Fax: 01 6614670

Website: www.researchfoundation.ie

Email: research.foundation@rveeh.ie

Handling Feedback and Complaints

Research Foundation, Royal Victoria Eye & Ear Hospital 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 Research Foundation, Royal Victoria Eye & Ear Hospital 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 operation 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 improve, and monitor them at our Board.

How to make a complaint:

If you do have a complaint about any aspect of our work, you can contact our Research Coordinator, Emma-Jayne Verner in writing or by telephone. In the first instance, your complaint will be dealt with by the Coordinator of the Research Foundation, Royal Victoria Eye & Ear Hospital. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

Nora Papouli

Research Foundation Manager

Research Foundation

Royal Victoria Eye & Ear Hospital

Adelaide Road

Dublin 2

Tel: 01-6343630

Email: nora.papouli@rveeh.ie

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Directors Mr Edward Loane (Chairman), Mr Mark Cahill, Ms Emma Duignan, Ms Rizwana Khan,
Ms Diana Malata, Prof Conor Murphy, Mr Jeremy O'Connor, Mr Mark Rafferty.

Royal Victoria Eye and Ear Hospital Research Foundation Limited is a Company Limited by Guarantee.
Trading Name: Research Foundation Royal Victoria Eye and Ear Hospital
Registered in Ireland: 514473 • Charity Registration Number: 200835353 • Registered Office: Adelaide Road, Dublin 2



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We are open 5 days a week from 8.30am to 4.30pm. If you complain in person or over the phone, we will try to resolve the issue there and then. 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.

Escalation of Complaints

If you are not happy with our response, you may get in touch again by writing to the Chairman, Research Foundation, Royal Victoria Eye & Ear Hospital. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

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