Are you happy with our service?

Epilepsy Ireland welcomes feedback from service users relating to our service and we are committed to ensuring that any complaints are dealt with in a fair consistent way.

If you are displeased about the service/services that we are providing to you, we would like the chance to put things right. If you feel that we have been unwilling to help you or slow in helping you with your query, or in any other way have not provided the best service to you, please let us know so that we can improve our service.

Anonymous complaints cannot be formally investigated but will be noted for the manager’s information. We have a full complaints policy which you can ask us for, or you can read from our website at www.epilepsy.ie

Need help making a complaint?
You can ask someone – friend or relative – to help with your complaint.

How do I make a complaint?
Most problems can be sorted out locally, informally and verbally. First, tell us what the problem is and give us a chance to put things right for you.

Making a Formal Complaint
If that does not work, you can make a formal complaint by writing to our complaints officer at Epilepsy Ireland, 249, Crumlin Road, Dublin 12 or by emailing info@epilepsy.ie letting us know that you wish to make a formal complaint and that it has not been resolved yet through talking to our staff.

How long will it take?
We try to resolve all complaints within 30 days but if is it very complicated, we endeavour to conclude all investigations within 6 months of the receipt of the complaint.

What if I am still not happy?
If you are still not happy after your complaint has been formally dealt with by the staff in Epilepsy, you may ask for an investigation by writing to the CEO, Mr. Peter Murphy, who will designate a senior staff member to investigate your complaint further.