



Feedback and Complaints

North West Hospice values your views and is committed to ensuring that all our communication with the general public and our supporters is of the highest possible standard. We will listen to you and welcome your positive and negative feedback, so that we can continue to improve.

What to do:

If you have feedback or a complaint about any aspect of our work, you can contact Executive Manager, Anne-Marie Ellison.

Please give as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

Ms. Nuala Ginnelly
Hospice Manager
North West Hospice
The Mall, Sligo

Tel: (071) 9170523

Email: feedback@northwesthospice.ie

We are open 5 days a week, from 9am – 5pm.

What happens next?

If you contact us over the phone, we will try and resolve the issue there and then. Similarly if you contact us by email or in writing, we will always acknowledge your contact within 7 days and do everything possible to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

If the complaint is not resolved

If you are not happy with our response, you may get in touch again by writing to the North West Hospice Chairperson. The Chairperson will ensure that your appeal is considered at Board Level and will respond within two weeks of this consideration by Board Members.