



Epilepsy Ireland welcomes the views and opinions of our service users.

Here are some of the ways we will listen to you and consult with you with you about our work:

- **Satisfaction Surveys**

We run an annual satisfaction survey which is advertised in our newsletters / e-zines, our website and on our social media channels and through our staff team. We encourage you to participate.

- **Evaluation forms**

If you have attended an event or course run by us, we will circulate an evaluation form / survey that we ask you to complete. Your views will help us to improve our services.

- **Development of services**

During our strategic planning process, we seek our stakeholders' views on the future development of our work. We facilitate this through online consultation and focus group meetings which are advertised via our communication channels.

- **Complaints procedures**

We have a complaints policy and procedure - if you are not happy with anything about us you can let us know informally or by using our complaints procedure.

- **Compliments and suggestions**

Have you received a good service from us? Did we go the extra mile for you? If you want to comment on our work, please email info@epilepsy.ie or write to us at head office and your compliment or suggestion will be fed back to the team.

- **Consultation Group**

We facilitate a service user consultation group to seek the views of service users on specific aspects of our work.

Everyone is welcome to have their say!

