**Please complete all sections of the form as best as you can as this will help us to deal effectively with your complaint.**

If you require any additional supports in completing the complaint process due to a disability, for example, you require Irish Sign Language interpretation, please let us know by emailing [ahead@ahead.ie](mailto:ahead@ahead.ie) and we will do our best to assist you.

# Please tell us your full name and tell us how you wish to be contacted regarding your complaint (i.e., by email, telephone or by letter to an address)

# ****What is the name of the service you want to tell us about?****

**For example, AHEAD’s Information Line, WAM, GetAHEAD, AHEAD Conference, UDL Badge, eLearning courses, etc.**

# ****Details of your complaint****

* **Tell us a description of what happened.**
* **When and where it happened, including dates and time.**
* **Names of AHEAD staff members or contractors who were involved.**
* **What your specific concern is or why do you want to tell us about it?**

# What would you like us to do about this?

# Any other relevant information?

**This complaint form should be emailed to** [ahead@ahead.ie](mailto:ahead@ahead.ie) **or posted to AHEAD, East Hall, UCD Michael Smurfit Business School, Carysfort Ave, Blackrock, Co.Dublin.**

**Please refer to AHEAD Complaints Policy which provides you with more information on how we plan to resolve your complaint.**