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| --- | --- |
| Complaint Form  Church/Ministry Location: | |
| Name of Complainant: |  |
| Phone: |  |
| Email: |  |
| Address: |  |
| Complaint Date: |  |
| Complaint Taken By: |  |
| Complaint Details: |  |
| Referred To: |  |
| Date Referred: |  |
| Corrective Action: |  |
| Corrective Action Follow Up: |  |
| Signed: |  |
| Date: |  |

What to do if you have a complaint?

Forms are available from the Prior in each of our Augustinian Priories and complaints will be dealt with by the Prior. If you have a complaint about any aspect of the Order’s work or ministries, you can contact the Provincial Office by email ([info@augustinians.ie](mailto:info@augustinians.ie)), phone: (01-4851516 09.00am – 04.00pm) or in writing…

Provincial Office,

St. Augustine’s

Taylor’s Lane,

Ballyboden,

Dublin 16 D16YN32

Your complaint will then be forwarded to the relevant person. Please give us as much information as possible and let us know how you would like us to respond to you by providing us with your contact details.

Data Protection – Data will be held on file in accordance with data protection policy of the Augustinian Order. The data entered will be used only for the purpose indicated on the form.