

How to complain about Caranua



Sometimes things go wrong with our service.

This leaflet tells you what to do if you need help to make a complaint.

You can:



Phone:

Freephone (IRL): 1800 212 477

Freephone (UK): 0808 234 1303

From Anywhere: +353 1 874 2277



Email:

complaints@caranua.ie



Post:

PO Box 12477 Dublin 1

How to complain about Caranua



If you are hard of hearing or deaf we can help you in the following ways:



You can meet us at the Deaf Village to make a complaint.

You can ask Caranua or the Deaf Village when the next meeting is happening.

Email: info@deafvillageireland.ie

Text: +353 87 990 5223

Tel: +353 1549 0812



We can call you on the Irish Remote Interpreting Service. You can ask Caranua or the Sign Language Interpreting Service (SLIS) to arrange a call:

Tel: 0761 07 8440

Text: 087 980 6996

Email: remote@slis.ie

Web: www.slis.ie

If you are not happy with how your complaint is dealt with by Caranua, you can contact the Office of the Ombudsman.



Office of the Ombudsman
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Address: 6 Earlsfort Terrace, Dublin 2

Phone: +353 1 639 5600

Lo-call: 1890 223030

Email: ombudsman@ombudsman.ie