



## **Customer Charter of the Irish Lung Fibrosis Association**

**The Irish Lung Fibrosis Association (ILFA) was established in 2002 with the aim of providing research, education and support for Lung Fibrosis patients, their families and respiratory healthcare professionals.**

### **ILFA's Stakeholders**

ILFA's stakeholders include patients, carers, family members, healthcare professionals, fundraisers, volunteers, donors, industry professionals, supporters, governmental agencies, regulatory agencies, funding bodies, members of the public and others.

### **ILFA's promise to you**

- We will value all our members, stakeholders, and service users.
- We will aspire to ensure that everyone who contacts ILFA receives a high-quality service.
- We will support our representatives, staff, and volunteers to provide the best customer service experience.
- We want our services and resources to empower, inform and educate people living with Lung Fibrosis and their carers to understand their condition better and manage their health as best they can.
- All our fundraising activities are respectful, honest, open, and legal and operate in line with our Donor Charter and charity guidelines.

### **ILFA's Commitment to You**

- We will treat our stakeholders with respect, dignity, and confidentiality.
- We will deliver quality services and responses to queries with courtesy, sensitivity and with minimum delay fostering mutual respect between ILFA and our stakeholders.
- We will provide information on Lung Fibrosis in easy to understand and accessible format in plain English.



- We will ensure our communications are transparent and inform our donors and supporters regularly on how we allocate and use funds to support our aims and mission.
- We operate to the highest standards of governance, accountability, and transparency.
- We will protect your personal data by adhering to Data Protection legislation and our Data Protection Policy.
- We will encourage feedback on all our services and advocate on your behalf.

## **How to Complain**

ILFA is committed to conducting all our activities and communications to the highest possible standard. We welcome positive and negative feedback.

If you would like to contact us with feedback or to make a complaint, you can

- Write to: ILFA, C/O Carmichael Centre, 4 North Brunswick Street, Dublin 7
- Phone 086 871 5264
- Email [info@ilfa.ie](mailto:info@ilfa.ie)

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Irish Lung Fibrosis Association

[www.ilfa.ie](http://www.ilfa.ie)

Email: [info@ilfa.ie](mailto:info@ilfa.ie)

General Enquiries: 086 871 5264

Registered Address: Lavery House, Earlsfort Terrace, Dublin 2

Company registration number 367940

Registered charity number 20053437

Charitable exemption number CHY 15462