



Our Mission is to:

- Empower people
- Foster relationships
- Care for couples facing the challenges of Christian Marriage in today's world.

We provide:

- Marriage & Relationship Counselling
 - Psychosexual Counselling
 - Natural Fertility Planning
- Marriage Preparation Courses
- Marriage Enrichment Services
 - Personal Enrichment
- Relationship Education Service to Schools.

Our Goal:

To deliver the best possible service in an effective and caring manner.

Contact us at

Central Administration
 ACCORD Marriage Care,
 Columba Centre, Maynooth, Co. Kildare.
 Telephone: 01-5053112. Fax: 01-6016410
 E-mail: admin@accord.ie Website: www.accord.ie
 or under ACCORD Catholic Marriage Care
 in the Golden Pages or the Local Telephone Directory

Athlone 090-6475491
Ballina 096-21478
Ballinasloe 090-9643573
Bantry 027-50272
Carlow 059-9138700
Castlebar 094-9022214
Cavan 049-4331378
Charlestown 094-9254944
Clonmel 052-24144
Cloyne 025-31899
Donegal 074-9723944
Drogheda 041-9843860
Dundalk 042-9331731
Ennis 065-6824297
Galway 091-562331
Inishowen 074-9374103
Kilkenny 056-7722674
Killarney 064-32644
Letterkenny 074-9122218
Limerick 061-313287
Limerick West 069-61000
Longford 043-47222
Monaghan 047-83359
Mullingar 044-48707
Navan 046-9023146
Nenagh 1850 58 5000
Newbridge 045-431695
Portlaoise 0502-61581
Roscommon 090-6626619
Sligo 071-9145641
Thurles 0504-22279
Tipperary 062-33330
Tralee 066-7120194 / 066-7122280
Tuam 093-24900
Tullamore 0506-41831
Waterford 051-878333
Wexford 053-23086

DUBLIN

Harcourt St. 01-4780866
Ballymun 01-8621508
Blanchardstown 01-8201044
Bray 01-2867712
Clondalkin 01-4593467
Dun Laoghaire 01-2801682
Marino 01-8338631
Phibsborough 01-8680028
Swords 01-8404550
Tallaght 01-4590337
Templeogue 01-4908739

NORTHERN IRELAND

Armagh 048-38-334781
Ballymena 048-25-644072
Belfast 048-90-339944
Derry 048-71-362475
Downpatrick 048-44-613435
Enniskillen 048-66-325696
Maghera 048-79-642983
Newry 048-30-263577
Omagh 048-82-242439

NI REGIONAL OFFICE

Tel: 028-90-233002



ACCORD's
commitment
to Customers



Client Charter



ACCORD COMMITTED TO EXCELLENCE

What can you expect from us?

Confidentiality and Respect

You have the right to:

- Privacy and confidentiality
- Respect for your values, cultures and beliefs
- Receive our services in a courteous manner.

Client Focus

You have the right to:

- Treatment as a unique individual/couple
- Receive services tailored to your needs.

Health and Safety

You have the right to:

- Clean and accessible rooms and offices that comply with professional and safety standards
- Ease of access for people with disabilities and special needs.

Openness and Fairness

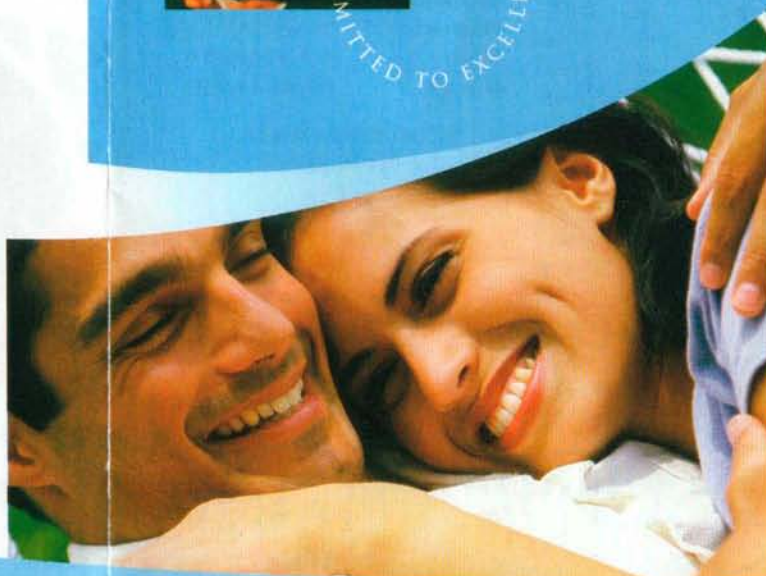
You have the right to:

- Fair and transparent treatment
- Give feedback on your experience of our services
- Complain when you are unhappy or treated unfairly

Quality Assurance

We undertake to ensure that all ACCORD Counsellors and Facilitators:

- Achieve and work to the highest professional standards
- Adhere to a strict code of ethics
- Provide services which are continually monitored and evaluated
- Receive ongoing professional supervision
- Receive up to date training and development
- Work within the guidelines of our quality assurance system.



Complaints

All complaints are dealt with by the Centre Executive initially and are reported to the Regional Officer and to the National Director

- You have the right to complain in person, by telephone, by fax, by e-mail or in writing, to the Chairperson of the Centre to which the complaint relates, to have the complaint investigated, and to be informed of the outcome as soon as possible.
- You have the right to have your complaint acknowledged within 5 working days and a full response, insofar as this is possible, within 20 working days.
- You have the right to regular updates on the progress of any investigation.
- You have the right to contact the Regional Officer or Central Office if you are unhappy with how you are being treated locally.

Your Opinions matter!

We welcome comments or suggestions that will help us to improve or develop our services.

