



Daughters of Charity Disability Support Services




Complaints

Your Designated Complaints Officer is:

Telephone No:

Insert photo of Designated Complaints Person here.



What should I expect when I make a complaint?

You will be:

Listened to

Spoken with in a confidential manner

Respected

Treated Fairly

Offered Advocacy Support

Kept Safe

Provided with Information on how the complaint is being investigated and resolved

Supported



If someone does something that makes you happy, you can tell staff you work with. This is called a compliment.



If someone does something that makes you sad you have the right to make a complaint. You may talk to one of the staff.



Your staff will chat with you about what is wrong and try and work it out in one day.



Your staff will tell you how she sorted out your complaint.



If you are happy, the complaint will end here. It will be finished.



If you are not happy your staff will keep helping you with your complaint



Your staff will help you write out your complaint.



Your staff will give your complaint to the manager.



We will have a meeting

You, _____
Your staff _____
The Manager _____
Your Social Worker _____
Other people you want
there _____



We will try and fix what is
wrong in three days.



You will be given notes about
all the things we talked about
at the meeting.



Your staff will tell you how your complaint was sorted.



If you are happy the complaint will end here. It will be finished.



If you are not happy your staff will keep helping you with your complaint



Your manager, _____ will talk to the complaints officer _____.



They will try and fix what is wrong in thirty days. If it takes longer than 30 days, your staff will tell you what is happening with your complaint.



If you are happy the complaint will end here. It will be finished.



If you are not happy your staff will keep helping you with your complaint



The Complaints Officer

_____,
will talk to the
Assistant CEO _____



If you are happy the
complaint
will end here.
It will be finished.



If you are not happy your staff
will keep helping you with
your complaint.



We will help you if you wish
to give your complaint to the
Office of the Ombudsman.
He/she works for the
President to help people with
complaints.

Service User
Complaint Guidance: Ref:
Complaints Policy DOCSoo3

The Service recognises your right to make a complaint if you feel that your rights are not being respected and if you are not satisfied with some aspect of the service or the supports that you receive.

If you have a complaint or a concern and want to make a complaint this is what you may do if you so wish:

- Arrange to speak to a staff member of your choice that you trust and feel comfortable with.
- The staff member will meet with you, listen to your concerns and do their best to try to resolve your complaint immediately. This could mean meeting with a number of people who may assist with resolving your complaint.
- If the staff member cannot resolve your complaint/problem you will be asked to assist them with filling in the complaint form which will then be given to their direct manager.
- The staff member will then meet with their manager and discuss your complaint with him/her.
- The manager will arrange to meet with you and a person you may wish to bring to the meeting and anyone else who may help to resolve your complaint.
- We will try to resolve your complaint as soon as possible, but you will be kept informed of what is happening during this time.
- The manager may need to take notes of the meeting but a copy of the notes of the meeting will be given to you.
- If the manager can resolve your complaint/concern to your satisfaction he/she will meet with you to discuss your complaint to see if you are satisfied with the outcome.
- If the manager cannot resolve your complaint they will meet with the Complaints Officer and discuss your complaint.

- The complaints officer will examine your complaint. A recommendation will be then given to you within 3 working days and if you are happy with the recommendation the matter will be resolved. Sometimes this makes take longer, if that happens, the Complaints Officer will keep you informed.
- If you are unhappy with the recommendation your complaint will be forwarded to the Designated Lead Complaints Officer who will then do everything that is possible to resolve your complaint to your satisfaction.
- If you are unhappy with the recommendations made by the Designated Lead Complaints Officer or the way your complaint was dealt with you may request a review from the Director of the National Advocacy Unit. You should clarify in writing the key issues that you wish to have reviewed. The HSE National Advocacy Unit and Advocacy Services are available to help you with this process. You have 30 working days from the date of the final local investigation report sent to you by the complaints officer to request a review. The contact details are:

Quality and Patient Safety Directorate, HSE, Oak House,
Millennium, Park, Naas, Co. Kildare.

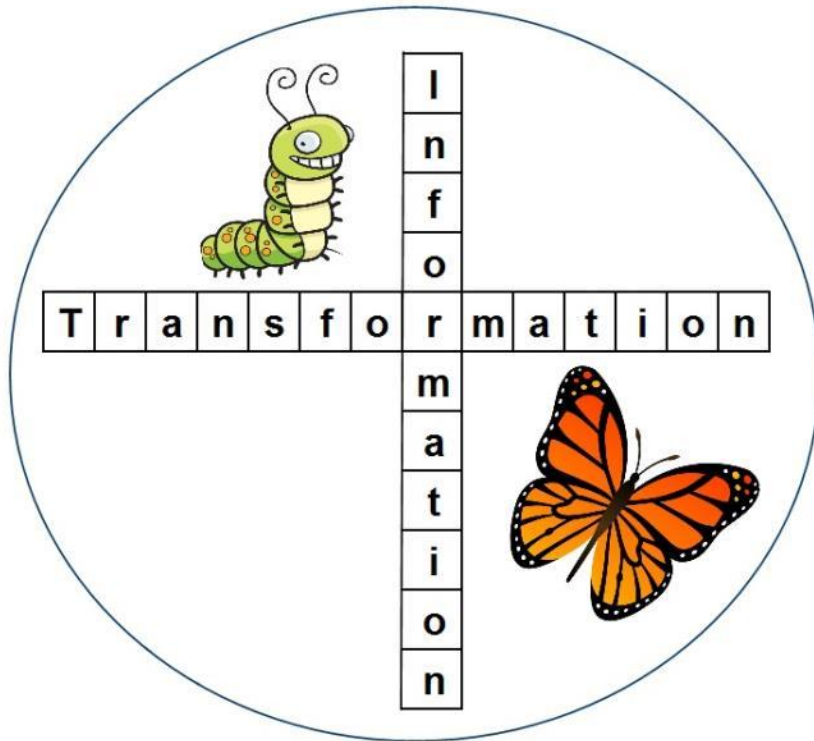
Email: yoursay@hse.ie

Tel: (045) 880 400

- If following this you are still unhappy you can bring your complaint to the Ombudsman. The Ombudsman is a person appointed by the Government to protect you while you are receiving services. Their contact details are:

Office of the Ombudsman
18 Lr. Leeson Street, Dublin 2.
Tel: +353-1-639 5600
Lo-call: 1890 223030
Fax: (o.i.) 639 5674

Ombudsman for Children's Office
Millennium House
52-56 Great Strand Street
Dublin 1
Tel: 01-8656800



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