

## ACCESSIBLE

SJOGCS Policy on the Management of Stakeholder Feedback including Comments, Compliments and Complaints in line with HSE Your Service Your Say

# How to make a Complaint

Updated 2019



This booklet tells you how to complain if you are unhappy with the service in Saint John of God Community Services

# What is a complaint?



A complaint is something you feel is wrong and you think it should be changed.

## My Rights



You have the right to complain.



You will not get into trouble if you complain

# Some things you may want to complain about



Someone says something to you that you do not like and you do not want them to say it again.



Someone does something to you that you do not like and you do not want it to happen again.



If something you asked for has not been done.

# How to complain:

## You can choose how you complain:



You can tell staff



You can write a letter or fill out the accessible feedback form. You will find an accessible copy of the form at the back of this policy



You can email the complaint



You can ask someone you trust, like a relative, carer, staff or advocate, to help you make a complaint.



You can give your complaint to staff or ask staff where to send it



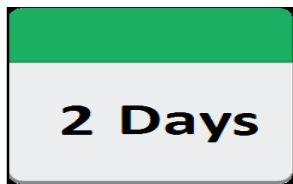
You can speak to the National Advocacy Service

Tel: 0761 07 3000

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

# What will happen after you have complained?

## Stage 1



Staff or a Supervisor will try to solve your complaint within 2 days.



The staff or a Supervisor will try and find out what went wrong.

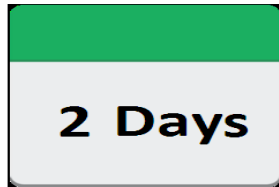


If the staff or a Supervisor cannot solve your complaint within 2 days they will send it to the Complaints Officer in your service.

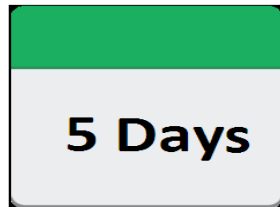


# What will happen after you have complained?

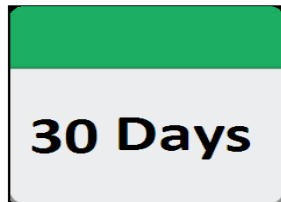
## Stage 2



The Complaints Officer will send you a letter within 2 days to say they got your complaint.



The Complaints Officer will try to solve your complaint within 5 days and send you a summary/closing letter.



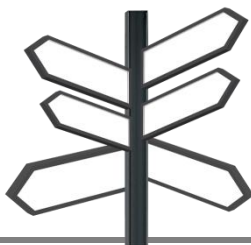
If it takes longer to solve your complaint. The Complaints Officer will have 30 days to solve your complaint and will update you every 20 days



The complaint officer will let you know what the result is.

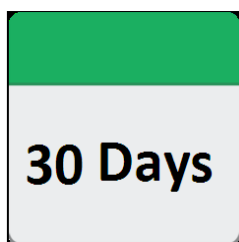
If you are not happy with the result you have 2 choices;

1. Go to stage 3 and then stage 4
- or
2. Go to stage 4



# What will happen after you have complained?

## Stage 3



You can ask St. John of God Community Services to review your complaint. You must ask for the review within 30 days.

# What will happen after you have complained?

## Stage 4



Your complaint can be reviewed by people outside of St. John of God Community Services.



You can contact either;  
the Complaints Officer in  
the HSE

Or



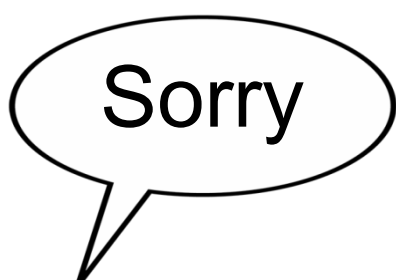
Office of the Ombudsman  
Oifig an Ombudsman

18 Lr Lesson Street  
Dublin 2  
01-639 5600

You can contact the  
Ombudsman



# What might happen at the end of Stage 1, Stage 2, Stage 3 or Stage 4?



You might get an apology in words.



You might get an apology in writing.



Saint John of God Community Services clg might have to tell you it was their fault.

# What might happen at the end Stage 1, Stage 2, Stage 3 or Stage 4?

## Change



Saint John of God Community Services might have to change a decision on how they work

## No Change



There may not be any change