



## **Brothers of Charity Services Limerick**

Local Operational Complaints Procedure for Adults who use the Services, Families and Advocates

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**Plain English Version**

**Introduction:**

The Brothers of Charity Services Limerick welcomes all comments and complaints.

This document provides a summary of the Brothers of Charity Services Limerick Local Operational Complaints Procedure for Adults who use the Services, Families and Advocates.

You can request a full version of the procedure by contacting your area manager or any member of staff who can forward your request.

**Issues Raised:**

Issues identifying dissatisfaction with the service that are minor but still of significance to the person will be responded to and recorded locally. If you have an issue, you can raise it with any member of staff. They will work with you to resolve your issue at local level. If the staff member cannot resolve your issue to your satisfaction or if you wish to speak directly to a line manager (Senior Supervisor or Person in Charge) you can make an informal complaint.

**Informal Complaints:**

Informal complaints include:

- Any 'issues raised' which are not resolved without the involvement of the line manager (Senior Supervisor or Person in Charge).
- Any verbal complaint made directly to the line manager (Senior Supervisor or Person in Charge).

If you make an informal complaint the line manager (Senior Supervisor or Person in Charge) will arrange to meet with you to discuss your complaint and try to resolve the complaint at this point.

If your complaint is not resolved to your satisfaction the line manager (Senior Supervisor or Person in Charge) will support you, as required, to put your complaint in writing and forward your complaint to the Complaints Officer.

**Formal Complaints:**

If you wish to make a formal complaint you can do so in writing to the Complaints Officer. If you prefer to make your formal complaint verbally, staff will support you to document it and forward it to the Complaints Officer.

The Complaints Officer for Community Services is the Head of Community Services.

The Complaints Officer for Integrated Services is the Head of Integrated Services.

Formal complaints will be acknowledged within five working days of receipt of the written, formal complaint.

A full investigation will take place within 30 working days resulting in a written report. In the event of a longer investigation a progress report will be given to the complainant within 30 working days and an update given every 20 working days thereafter, outlining the current status of the complaint.

### **Internal Review:**

If you are not satisfied with the outcome of the complaints management process he / she may seek an internal review that will be handled through the Office of the Director of Services.

### **External Complaints Mechanism / Independent Review:**

If you are not satisfied with the outcome of the complaints management process you may seek an independent review through the Office of the Ombudsman, the HSE, the Confidential Recipient or the National Disability Authority (See Appendix 1 for contact details).

This procedure does not preclude you from the choice of taking your complaint through the Civil Courts on a point of law, up to and including the European Courts.

### **Contact details for Independent Review**

#### **Local HSE**

Ms. Carmel McLoughlin,  
A/Area Manager,  
Disability Services Executive,  
Health Service Executive,  
South West Wing,  
St Joseph's Hospital,  
Mulgrave Street,  
Limerick.

#### **National HSE**

Head of Consumer Affairs,  
Health Service Executive,  
Oak House,  
Limetree Avenue  
Millennium Park,  
Naas,  
Co. Kildare.

#### **HSE Director of Advocacy**

National Advocacy Unit,  
Quality & Patient Safety  
Directorate,  
HSE, Oak House,  
Limetree Avenue,  
Millennium Park,  
Naas, Co. Kildare.

#### **Office of the Ombudsman**

18 Lower Leeson Street,  
Dublin 2.  
Tel: (01) 6395600  
Lo-call: 1890 223030

#### **National Disability Authority**

25 Clyde Road,  
Dublin 4.  
Tel: (01) 6080400

#### **Confidential Recipient for Vulnerable Persons**

Leigh Gath  
Training Services Centre  
Doodadoyle  
Limerick  
LoCall 1890 100 014  
Mobile 087 6657269  
Email [leigh.gath@crhealth.ie](mailto:leigh.gath@crhealth.ie)