

Executive process. Your Complaints Officer will furnish you with all these details.

What will the Brothers of Charity Services, Roscommon do if a complaint is upheld?

- * The outcome of a complaint should be fair for both the person making the complaint and the service against which the complaint is made. The Brothers of Charity Services, Roscommon will do what it can to make up for any wrongdoing. Brothers of Charity Services will offer appropriate and reasonable remedy or response. This could be an apology or explanation or a change of decision.

BROTHERS OF CHARITY SERVICES ROSCOMMON

Lanesboro Street, Roscommon

T: 090 6628500 F: 090 6625350 E: offices@roscommon.brothersofcharity.ie

Email: offices@roscommon.brothersofcharity.ie

Complaints Officers

Early Years Services *Gabrielle Barrett* 087 9875342

School Age Services *Jackie Cunniffe* 087 7996080

Boyle Services *Gemma Nelson* 086 6082592

Strokestown Services *Linda Compton* 071 9633836

Castlerea Services *Pat O'Connor* 087 2481035

Mid Roscommon Day Services

Maria Murphy 087 902 5523

Mid Roscommon Residential Services

Liz Hunt 086 8824638

Nollaig Lavin 087 413 0565

South Roscommon Services

Benny Cunningham 087 2511314

Emily Walsh 087 287 2418

Psychology /Behaviour Support

Dawn Hunt 090 6628500

Speech and Language Therapy

Mgt. McCormack 086 8342472

Social Work *Martina McGrath* 087 1955385

Physiotherapy / Occupational Therapy

Gabrielle Barrett 087 9875342

Human Resources *Mary Hennigan* 090 6628500

Finance *John Walker* 090 6628500

Quality and Training *Jodie Healy* 086 0792583

LOVE AND RESPECT IN EVERY ACTION

Brothers of Charity Services Roscommon Limited, Lanesboro Street, Roscommon Tel: 090 6628500 Fax: 090 6625350 Web:

www.brothersofcharity.ie

Company Registration No: 416973. Registered in Dublin, Ireland CHY No: 13462
Directors: P. McGinley (Chairperson), Bro. D. Manning, S. Hayes, E. McGuane
A/ Director of Services: Margaret Glacken (Company Secretary)



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PROCEDURE FOR SERVICE USERS, PARENTS / GUARDIANS, ADVOCATES TO MAKE A COMMENT, COMPLIMENT, COMPLAINT OR EXPRESS A CONCERN.

Who can make a Comment, Compliment, Complaint or Concern?

The following people can make a comment, compliment or complaint or express a concern:

- ◆ People who have received a Service from Brothers of Charity Services Roscommon
- ◆ Any advocates of people supported by the Brothers of Charity Services Roscommon.

What can I make a Comment, Compliment about?

- ◆ You can make a comment or compliment or express a concern about any aspect of our Services or any Staff or Personnel
- ◆ You can make comments or pay compliments in a number of ways: -
Directly to your Keyworker or Team Leader
Telephone your local Services Manager
Write to your local Services Manager or to the Director of Services.

What happens to my Comment or Compliment?

- ◆ The Services will use any Comments and Compliments to identify any improvements which are needed in that Service.
- ◆ Compliments identifying an individual Staff member will be related to the staff.

What can I make a Complaint about ?

You can make a complaint about any service or action of the Brothers of Charity Services , Roscommon, which you consider unfair and which negatively affects you or has affected you in the past. This could mean for example: -

- ◆ Where a person didn't receive the quality of service from the Services to which he/she felt they were entitled to.
- ◆ Where the person felt he / she was unfairly treated.
- ◆ Where people feel the Services or individual did not uphold the Ethos of Brothers of Charity Services.
- ◆ Where people feel their agreed Personal Development Plans / Outcomes are not being followed.

Are there different types of Complaints?

Yes, you can make a Formal or Informal Complaint.

◆ Informal Concern or Complaint:

⇒ If you have an issue to discuss or which you feel needs to be resolved , speak with the Keyworker / Team Leader / Manager

They will endeavor to resolve the issue in an efficient manner to your satisfaction. You will be included in the process and be informed of the outcome.

A complaints book is kept in each house and your informal complaints are logged there with actions taken and the outcome of the informal complaint or concern

◆ Formal Complaint

⇒ If the issue cannot be resolved at this level

or you are not satisfied with the resolution , you can contact the Complaints Officer for your area in writing outlining the nature of your complaint on the attached Complaints Form.

You can make a Formal Complaint at any time directly to the Complaints Officer without going through the Informal System.

Who is the Complaints Officer?

The Complaints Officer is the local Services Manager of the day or residential/respite service to which the complaint applies.

If the complaint is in regard to a particular area of service delivery , the Complaints Officer is the Head of Department or Manager of that Service Area.

Your Keyworker / Team Leader will support you to link with the appropriate Complaints Officer(see list)

What happens if I make a Formal Complaint?

- ◇ Fill in the Complaints Form attached and forward to your respective Complaints Officer. You will receive an Acknowledgement of your complaint within five working days of receipt by the Complaints Officer.
- ◇ A copy of your complaint will be forwarded to Director of Services also.
- ◇ The Complaints Officer will work with you towards resolution of the complaint. This may involve meetings with involved parties or with mediation services.
- ◇ If a complaint cannot be resolved by this

method to the satisfaction of all parties , a Formal Investigation will be conducted. The Complaints Officer will attempt to resolve the complaint within 30 working days of acknowledgment of the complaint

If the complaint cannot be resolved within 30 working days , the Complaints Officer will inform you before the Timeframe elapses and will update you every 20 working days.

In instances by which the 30 working days timeframe cannot be met despite every best effort, the Complaints Officer will endeavour to conclude the investigation within 6 months of receipt of complaint.

If this timeframe cannot be met , the Complaints Officer must inform the Complainant , give an explanation as to why it is not met , outline the option of the complainant to remain with the process or seek a review by Director of Services or externally.

The Complaints Officer's Final Report will include any recommendations necessary to resolve the matter and the recommendations of this report will be made available to you.

What if you are not satisfied?

- * You can appeal to the Director of Services ,who will review the Report and make recommendations
- * Where this fails to resolve the complaints ,the complainant may seek a review of their complaints by the Health Service