

Your comment, compliment or complaint details:

For the purposes of investigation of my complaint, I grant permission to the Brothers of Charity Services Clare to access my personal confidential information. This may be necessary in some cases to fully investigate your complaint.

Please tick

Contact Details:

Name: _____

Address: _____

Telephone: _____

Email: _____

Date: _____

Brothers of Charity Staff Use Only:

Date Received: _____

Comment, Compliment or Complaint Number: _____

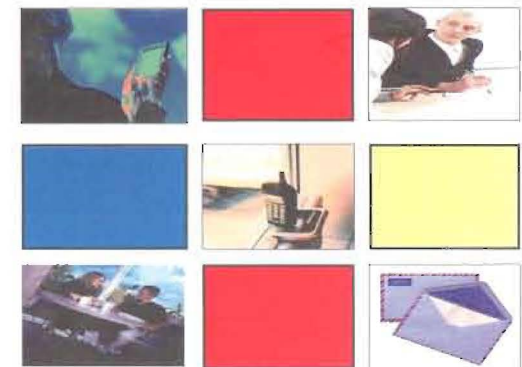
Location: _____

BROTHERS OF CHARITY SERVICES CLARE



**BROTHERS OF CHARITY SERVICES
CLARE FEEDBACK FORM**

Information on how to make Comments,
Compliments & Complaints



1st May 2010

Your comments, compliments and complaints are welcomed and valued. They help us to continually improve our services. This leaflet gives you information on how to make a comment, compliment or complaint.

Step 1:

How do I make a comment, compliment or complaint?

- Fill in the attached sheet and return to a Complaints Officer—see Feedback Form.
- Talk to any member of Brothers of Charity staff, regional manager or complaints officer.
- Send a letter or fax to any Brothers of Charity location.
- Ring us on 065-6849400

Step 2:

What will happen next?

- In the case of a comment or a compliment we will send you a letter of acknowledgement if you give us your contact details.
- We will pass on your comment or compliment to the relevant service or staff member. They will acknowledge your verbal complaint immediately or as soon as possible.
- A written complaint will be acknowledged by a complaints officer in writing within five working days of receipt of the complaint.

Step 3:

How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint:

- ~ A regional manager will attempt to resolve your complaint locally or
- ~ A complaints officer will look into the issues raised in your complaint.

Step 4:

How long will it take the complaints officer to look into my complaint?

- The complaints officer/regional manager will look into your complaint within 30 working days of the date when it was acknowledged.
- If it takes longer to look into all the issues raised in your complaint, the complaints officer will notify you within 30 working days and will give you an update on what is happening every 20 working days after that.

Step 5:

What do I do if I am not satisfied with the recommendations made by the complaints officer or the way my complaint is dealt with?

- You have 30 working days from the date of the final report sent to you by the complaints officer to request a review.
- All reviews should be addressed to Mary Culliton, Head of Consumer Affairs, HSE, Oak House, Millennium Park, Naas, Co. Kildare.

Step 6:

What I am not happy with the outcome of the review?

You may request an independent review of your complaint from the Office of the Ombudsman or Ombudsman for Children:

Office of Ombudsman:

Telephone: 1890-223-030

Email: ombudsman@ombudsman.gov.ie

Office of the Ombudsman for Children:

Telephone: 1890-654-654

Email: oco@oco.ie

FEEDBACK FORM

Name of service about which you want to make comment, compliment or complaint:

Name of location (Office, Community House, Service Location):

Date of experience giving rise to comment, compliment or complaint:

Contact Details for Complaints Officers:

Please forward this form to:

East Clare & Shannon:

Regional Manager, Brothers of Charity Services,
Banner House, Ennis, Co. Clare
Tel: 065-6849400

Ennis:

Regional Manager, Brothers of Charity Services,
Gort Road Industrial Estate, Ennis, Co. Clare
Tel: 065-6823123

North & West Clare:

Regional Manager, Brothers of Charity Services,
Banner House, Ennis, Co. Clare
Tel: 065-6849400

Children:

Co-Ordinator
Banner House, Clare Road, Ennis, Co. Clare
Tel: 065-6849400