

**BROTHERS OF CHARITY SERVICES LIMERICK**

**SU 2006.02**

**COMPLAINTS POLICY FOR  
SERVICE USERS, FAMILIES &  
ADVOCATES**

**Easy to Understand Version**

This is an Easy to Understand Version of the Brothers of Charity Services Limerick Complaints Procedure for Service Users, Families & Advocates. This document does not include all of the detail of the full procedure. The aim of the document is to explain to Service Users how the Complaints Procedure for Service Users, Families & Advocates can work for them.

May 2011

**POLICY REVIEWED BY MEMBERS OF THE REGIONAL  
ADVOCACY COUNCIL LIMERICK-**

**This policy was adopted by the Senior Management Team at its meeting on 26<sup>th</sup>  
May 2011 and will be reviewed in May 2014.**

**Signed:** \_\_\_\_\_  
**Norma Bagge,**  
**Chief Executive (Acting).**

**Date: 26<sup>th</sup> May 2011**

### What is a complaint?

A complaint is when you tell someone about something that makes you feel upset or angry or that you think is unfair.



The Brothers of Charity wants to hear about anything that you think is unfair in the services.

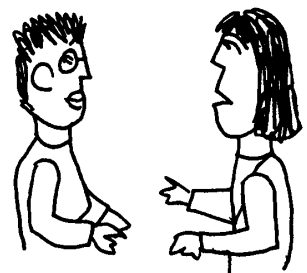
### What can you do if you have a complaint?

If you have a complaint, tell someone you trust. This could be a staff member, a manager or a family member. You can ask the person to write your complaint down for you and send it to the manager. If you prefer, you can make a tape recording or video of your complaint.



### What will happen if you make a complaint?

If you make a complaint the manager will talk to you about your complaint. The manager may also talk to other people involved. The manager will try to solve the complaint quickly. If it takes a long time to solve the complaint the manager will let you know what is happening.



If your complaint is about the manager or if you are not happy with how the manager deals with your complaint you can contact the Complaints Officer (Chief Executive) or someone else you trust.



If you are still not happy you can contact the HSE, the Ombudsman or the National Disability Authority about your complaint.

