



HAVING YOUR SAY

GUIDE TO MAKING COMMENTS AND COMPLAINTS

Carriglea Cáirde Services welcomes feedback both positive and negative, as it helps us to improve the quality of our services.

This leaflet is a quick guide on how to give feedback or to make a comment or complaint. A more detailed version of the Service's Policy and Procedure in relation to comments and complaints is available on request.

In general, Carriglea Cáirde Services advise that if a service user, family member or advocate has an issue or concern it should be discussed locally with the relevant staff member or his/her manager. We anticipate that most issues can be resolved informally at local level. However, if you feel that is not appropriate or if you feel that the issue is not being dealt with satisfactorily, you may make a comment or complaint by following these steps:

Step 1: How to make a comment or complaint

- Talk to any member of staff, manager or Complaints Officer and inform him/her that you wish to make a comment/complaint.
- Complete the attached form and return it to the relevant manager at Carriglea Cáirde Services.

Step 2: How will the comment/complaint be dealt with?

- In the case of a verbal comment/complaint, we will pass on the information to the relevant manager who will contact you as soon as possible.
- A written complaint will be acknowledged within 5 working days.

- Depending on the nature and seriousness of your complaint or if the issue cannot be resolved at local level, the matter will be referred to a Complaints Officer.

Step 3: How long will it take to consider a complaint?

- A Complaints Officer will look into your complaint within 30 working days of the date of acknowledgement.
- If it takes longer to look into all the issues raised the Complaints Officer will notify you and will update you on the progress at least every 20 working days.

Step 4: What to do if you are not satisfied with the recommendations made by the Complaints Officer?

- You may request that a review officer be appointed.
- You have 30 working days from the date of the final report sent to you by the complaints officer to request a review.
- If you are not satisfied with the outcome of the review, you can appeal to the Office of the Ombudsman
(**Locall** 1890 223 030)



Comments and Complaint Form

Please Tick: Comment

Complaint

Name of Person making the comment/complaint:
Address:
Service User on whose behalf comment/complaint is being made (if applicable):
Relationship to Service User:
Phone Number: Email:
Is this a comment or a complaint?
Suitable times to make contact:

NATURE OF COMMENT/COMPLAINT

(Overleaf, please describe the comment/complaint in as much detail as you can giving names/dates/location etc. where appropriate (use additional pages if necessary))

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