

What happens if the person making a complaint is unhappy with the Complaints Officer's recommendations?

If the person making a complaint is unhappy with the outcome of the pre-investigation or the recommendations of the Complaints Officer following a formal investigation, they can ask for a review from the HSE. A request for review must reach the HSE within 30 working days of when the Complaints Officer's final report was posted out. The HSE has 20 days to make a decision regarding the appeal.

The person making the complaint can request an independent review from the **Ombudsman / Ombudsman for Children** at any time regarding SCA's complaints management process. The Ombudsman will clarify with the complainant if SCA's complaints management process has been used.



Support

A service user making a complaint will be supported by their key-worker and / or their Line Manager. They also have the right to appoint an advocate to help them make a complaint and to support them through the process.

Contacts:

Feedback
St. Catherine's Association
EDC Building,
Greystones, Newcastle,
Co. Wicklow

E: feedback@stcatherines.ie

Ombudsman for Children

Millennium House
52-56 Great Strand Street
Dublin 1

Tel: 01 865 6800

Office of the Ombudsman

18 Lower Leeson Street
Dublin 2

Tel: 01 639 5600
Lo-call: 1890 223 030

If you require any more information, please get in touch.



Management of Feedback Policy

Comments
Compliments
Complaints

**Information
Leaflet for
Parents & Guardians**

August 2018

Introduction

St. Catherine's Association (SCA) is committed to providing person-centred services that respect the rights, dignity, choice and individuality of the people we support. If an individual or their parent / guardian would like to provide feedback such as a comment, compliment or complaint about SCA, we would welcome it.

This leaflet explains how you can provide feedback, or support an individual in receipt of a service to provide feedback, or provide feedback on the service user's behalf. It also explains how SCA will respond to feedback received.

Background

SCA values feedback such as comments, compliments and complaints. As this feedback helps us to improve our services, we have a formal policy by which to address these. It is based on the HSE's Service User Feedback Policy, called 'Your Service, Your Say' and legislation.



What is a Comment or Compliment?

A comment is a statement made about SCA which may also include a suggestion for service improvement. A compliment is a statement made to acknowledge SCA services in a positive way.

How can a Comment or Compliment be made?

Comments or compliments can be made in person, by telephone, by letter or by email to any staff member. A comment or compliment will be followed up by the Line Manager within 5 days of receiving it, as appropriate. If a compliment focuses on an individual staff member, the Line Manager will make them aware of it. The Line Manager might need to contact the person for more information regarding their comment.

What is a Complaint?

A complaint is voicing dissatisfaction about something that SCA has done or has failed to do. For example, it may be something that is perceived to have negatively affected a service user. Some issues which a service user or their parent / guardian might complain about are: unfair treatment, health and safety, the service environment, any aspect of service provision or organisational change.

Can all Complaints be addressed?

SCA will listen to all complaints, but there are some complaints we cannot deal with.

- If a matter relates solely to **clinical judgement**, we will direct people to where such complaints might be more appropriately dealt with.
- If a complaint is **anonymous** it cannot be investigated because the principles of natural justice cannot be upheld.
- If a complaint is found to be **malicious** or **vexatious** it will not be dealt with.

How can a Complaint be made?

Complaints can be made in person, or by telephone, letter or email, to any staff member. The person making the verbal complaint may be asked to sign SCA's 'SCA Feedback Form'. A serious complaint or a complaint against a named person must be in writing. The complaint can be given to any staff member or directly to the **Line Manager** within **12 months** of the action giving rise to the complaint.

Once escalated to the CEO, as Organisational Complaints Lead, he/she will nominate a member of the Senior Management Team as the Complaints Officer for the specific complaint.

What happens next?

Depending on the nature and seriousness of the complaint:

1. A staff member or Line Manager will try to resolve the complaint at local level

or

2. The nominated Complaints Officer will investigate the complaint and make recommendations on how the complaint could be dealt with. The recommendations will be presented in a report.

The nominated Complaints Officer has 30 working days to investigate a complaint. It might take longer, but should not exceed 6 months. The nominated Complaints Officer will keep those concerned informed of progress.