



HOW TO COMPLAIN FORM

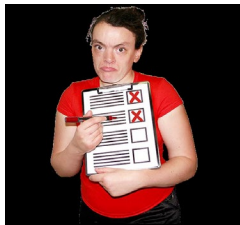


How to Complain Form

PART 1: How to use this Form



This form tells you how to complain if you are not happy with the service in St Michael's House.



You might want to complain if you feel upset, scared or not happy about something.



You have the right to complain.
You can speak up for yourself.



You can read more about your rights and how to complain in:

the St Michaels House
How to Complain-Complaints Policy.



A policy is a set of rules that staff have to follow.



HOW TO COMPLAIN FORM

PART 2: Tell us about your complaint



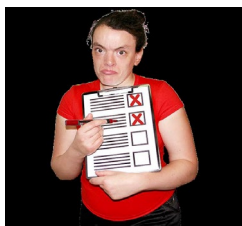
What happened?



Someone said something to you that you do not like



Someone did something to you that you did not like.



You asked for something to be done and nothing happened



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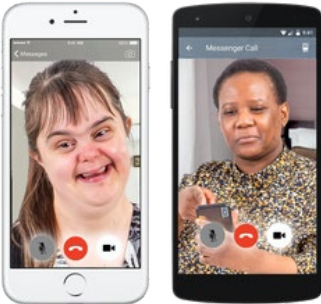
Please tell us more about your complaint.....



You can write about it



You can draw us a picture



You can record a message



You can phone at _____
*(please insert the Centre Number/ House/ Day Service number/
Service Manager number)*

or Ballymun Clinic on **01 8840200** to tell us



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Insert Picture of PIC here

The complaints officer/ manager can be the manager in your day service or house.

Your Complaints officer is _____



The Complaints Officer will help you with your complaint.

They will find out more about what can be done to help you with your complaint.



PART 3 - The Result/ Outcome Of Your Complaint

WHAT HAPPENED NEXT?



- 1.
- 2.
- 3.
- 4.



Did we help make things better?



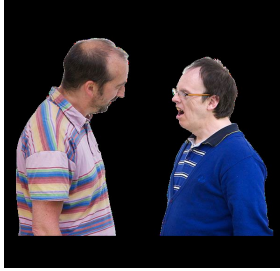
Yes



No



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How long did it take for us to sort out your complaint?

1 week

1 month

1 year

Longer than 1 year



I am still waiting...



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If you are still not happy with us you can contact the Office of the CEO in St. Michael's House.

Her name is Liz Reynolds



You can ring the CEO on the phone by calling **01 8840206.**



Office of the Ombudsman
Oifig an Ombudsman

If you are not happy with how the complaint is being dealt with you can contact the Ombudsman at any time.

The Ombudsman is for the whole of Ireland.



They help people by listening to their complaint and try to make it better.

The staff can help you with this.



You can write to them at this address.

**Office of the Ombudsman, 6 Earlsfort Terrace,
Dublin 2, D02 W773**



HOW TO COMPLAIN FORM



You can email to

complaints@ombudsman.ie.



Or you can call them on the phone:

Telephone: 01 6395600 or 1890223030



HOW TO COMPLAIN FORM

PART 4 - Your Details (Service User)



Your Name

Service Area

Date of Complaint

Your Contact Details

Who was the Complaint reported to?

Name of Complaints Officer (This is the manager of the service)

STAFF SECTION

Type of Complaint:

Access Dignity and Respect

Participation Privacy

Safe and Efficient Care Accountability

Improving health Communication and information

Service Manager



HOW TO COMPLAIN FORM

Status of Complaint:

Open Closed

Partially closed *(Please provide details)*

Signature _____