



COMPLAINTS

How your Complaints are dealt with in St. Michael's House



St. Michael's House is committed to dealing effectively with any complaints you may have about our service.

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

Sometimes, you might be concerned about matters that are not decided by us and we will then advise you about how to make your concerns known.



Informal Resolution

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need time (maximum 5 days) to look into it.

If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated



How to Complain Formally

You can make a complaint in any of the ways below:

- You can ask for a copy of our complaint form from the person with whom you are already in contact (or see attached).
- You can use the form on our website at www.smh.ie
- You can email us at info@smh.ie
- You can write a letter to us at the following address:
Complaints Officer, St. Michael's House, Ballymun Road, Dublin 9

We also aim to have complaint forms available at all of our Reception areas.



What will help us to manage your complaint?

- State your name, address and telephone number (and email, if possible) and whether you are acting on behalf of someone else.
- Briefly describe what your complaint is about stating relevant dates and times, if applicable.
- List your specific concerns starting with the most important concern.
- Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)
- State your preferred method of communication.

It will assist the Complaints Officer if extra information and/or copies of relevant documents are attached to your complaint.



St. Michael's House

COMPLAINTS

Cont..



Dealing with your Formal Complaint

- We will formally acknowledge your complaint within five working days and let you know how we intend to deal with it.
- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements for example, if you have language support needs
- We will deal with your complaint in an open and honest way.
- We will make sure that your interactions with us in the future are not changed because you have made a complaint.
- If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf.



Review

If you are not happy about how the complaint was managed you can ask for a review.



Outcome

If we formally review your complaint, we will let you know what we have found.

This could be by letter or email, for example. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again. If we got it wrong, we will always apologise.

HSE

If we do not succeed in resolving your complaint, you may forward your complaint to the HSE:

Head of Consumer Affairs, HSE, Oak House, Millennium Park, Naas, Co. Kildare

Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Ombudsman (or Ombudsman for Children, if appropriate).

The Ombudsman is independent and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on our part
- Have been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your complaint to our attention first and to give us a chance to put things right.



St. Michael's House

COMPLAINTS

Cont..

Ombudsman

You can contact the Ombudsman by:

Telephone: 01 6395600 / Lo-Call: 1890223030

Email: ombudsman@ombudsman.gov.ie

Website: www.ombudsman.ie

In writing to: The Office of the Ombudsman, 6 Earlsfort Terrace, Saint Kevin's, Dublin 2 D02 W773

The **Children's Ombudsman** by:

Telephone: 01 8656800 / Freephone: 1800 202040

Email: ococomplaints@oco.ie

Website: www.oco.ie

In writing to: Ombudsman for Children's Office, Millennium House, 52-56 Great Strand Street, D01FSP8



Learning Lessons

We take your complaints seriously and try to learn from any mistakes we have made. Our Executive Management Team considers a summary of all complaints on a regular basis as well as details of any serious complaints.

Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by.



What if you need help?

Our staff will aim to help you make your complaint known to us. If you need extra assistance, we will try to put you in touch with someone who can help.

You may wish to contact National Advocacy Service (NAS) Tel: 076 1073000 (10-4pm Mon-Fri) who may be able to assist you.



What we expect from you?

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint.

We believe that all complainants have the right to be heard, understood and respected.

However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us.

We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.



St. Michael's House

MAKING AN EXPRESSION OF DISSATISFACTION/COMPLAINT FORM

This section should be completed by the person making the complaint or expressing their dissatisfaction (service user, family, guardian, carer, a member of the public or staff member on their behalf)

Name:

Address:

Telephone:

Email:

Please indicate the service about which you wish to complaint:

Nature of Complaint:

Please describe the problem in as much detail as you can, giving relevant dates and names etc. (You can use another page for additional information)

I certify that the above information is, to the best of my knowledge, accurate.

Signed:

Date:

Forward to:

Date:

Complaints Officer