

What can I make a complaint about?

Grounds for complaint include but is not limited to:

- Failure to meet the organisations standards of service, quality, speed and performance.
- Treating a person less favourably than another under any of the following grounds: age, marital status, family status, race, gender, sexual orientation, disability, religious belief, or membership of the Traveller community
- Intentional disrespect
- Faulty procedures
- Neglecting to inform a service user on request of his / her rights or entitlements
- Failure to uphold our duty of care regarding health and safety

Can I make an anonymous complaint?

You can choose whether to make an anonymous complaint or give your name and contact details. In general we cannot investigate anonymous complaints against a named staff member. However all anonymous complaints will be passed on to the relevant manager who will decide if they need to take action.

System of Appeal

If you are not satisfied with the recommendations made from the investigation you may appeal this result by informing the Director of Sligo Social Services of the reasons for your dissatisfaction. The Director in conjunction with a representative from the Board of Directors and the Team Leader (where relevant) will review the complaint and investigation.

**SLIGO SOCIAL SERVICES
CHARLES STREET
SLIGO**

Phone: 071-9145682

Fax: 071-9145933

E-mail: info@sligosocialservices.ie

**sligo social
services**

*caring and
supporting
individuals and communities*

Information for Complainants

**Charles Street
Sligo
Tel: 071-9145682
Fax: 071-9145933
E-mail: info@sligosocialservices.ie**

Giving Feedback

Sligo Social Services Council welcomes feedback at any time from users of our services.

Such feedback helps the organization identify where and how service provision and delivery may be improved upon.

If you are unhappy about any aspect of our service, if you have a suggestion for improvement or wish to make a comment please:

- **Tell a staff member and they will try to help you solve any problem immediately**
- **Ask a member of staff for details of where to send a letter or fax with details of your experience of our service**
- **E-mail the details of your experience of our service to info@sligosocialservices.ie**

Your comments, suggestions and complaints are welcomed and valued. They allow us to continually improve our services.

SLIGO SOCIAL SERVICES COMMENTS AND COMPLAINTS POLICY

WE AGREE TO:

- Pass on any praise and act on any comments
- Handle complaints and personal details in confidence and without prejudice
- Appoint a manager to look after your query.
- Acknowledge any written complaint within 5 working days of receipt
- Investigate all complaints within 30 working days. If the process takes longer, we will keep you updated every 20 working days
- Issue a clear written response to every formal written complaint
- Advise you of your right to appeal

What happens to my comment or complaint?

Any comment or complaint about a particular service will be sent to the people working there. The service will use any comments and suggestions to identify any improvements that are needed in that service.

How can I make a complaint?

Complaints can be made by you or a family member or friend acting on your behalf. When making a complaint ask for the name of the supervisor or service in question.

You can make a complaint:

- **In person**
- **By telephone**
- **By letter or**
- **By email or fax**

How long do I have to make a complaint?

You are encouraged to make a complaint as soon as possible but must make a complaint within 12 months of the date of the event concerned or within 12 months of becoming aware of the event. The time limit may be extended in special circumstances.