



Clochán House Complaints Form

Form Code/Ref No	T1 O1 POC 02.1 F 01 (PQ 4.7, 11.3, 12.3, 4.5)	Related Policy Area	Complaints T1 O1 POC 02.1 (PQ 4.7, 11.3, 12.3, 4.5)
Title	Complaints Form	Staff involved	OCIL Staff working in Clochán House
Version	1.1	Created by	Quality & Standards Manager
Replaces	n/a	Review & Oversight	Chief Operation Manager
Effective Date	25.05.17	Next Review Date	25.05.18

Please complete this form as comprehensively as possible

Should you require assistance completing this form or wish to have an alternative accessible format of this form, a member of staff will assist you at your request in a confidential and respectful manner.

You have the right to make an anonymous complaint however we encourage you to add your contact details in order for us to keep you updated on improvements made as a result of your complaint.

Name of Complainant

Address

Contact Details

Details of complaint

Date of event or action which has given rise to the complaint :

Describe your complaint include Witness details if any:

What actions would you like to be taken by OCIL Management?

Signed:

Action Plan

Once completed, you can hand this complaint form to any member of staff and they will deliver it to Management **or** you can post this complaint form to

“Person in Charge, Clochán House Residential Respite Centre, HSE Campus, Arden Road, Tullamore” **or**

You can discreetly place it in either the suggestion box located in the Activities room in Clochán house

There are two ways in which your complaint will be handled depending on your choice:

- 1. Informal** means we can address matters at the point of contact
- 2.** If you wish to have your complaint addressed **formally** then an investigation will take place and will involve a qualified staff member looking deeper into the allegations being made. This will be explained in detail at a later point. This complaint will be brought to the attention of the OCIL Complaints officer who will deal with your complaint and they will contact you directly within 3 working days of receipt of this complaint. You may be requested to attend a meeting or you may be contacted by phone by the Complaints officer who may ask you for a full account of your complaint which may be dealt with in a confidential and sensitive manner. You may be asked to commit to your complaint in writing and may be offered options as to how the complaint may be dealt with. The outcome will then be decided following recommendations made from the findings of the investigation- if you are unhappy with this decision, you have the right to appeal. An appeals officer may then be allocated to your complaint.

OCIL welcome complaints and complements. This process is an integral learning tool for our ongoing aim to continually improve the services we provide to individuals with physical and sensory disabilities in the Laois and Offaly area.

Your opinion matters to us!