

Managing Complaints Policy.

Easy read policy.







This document tells you about making a complaint.



*** There is a full text document of this policy also available.

Rev. No.	Approved by the VFK	Reviewed by VFK Reps	Sent to each location	Operational Period
Rev.3.3	April 2022	May 2022	May 2022	May 2022 -

Sections:

1 What is a complaint:	
2 When I might want to make a Complaint:	
3 I can make a Complaint by:	
4 I can get help to make a complaint by:	
5 How will my Complaint be dealt with in KARE:	
6 What will happen if I make a complaint that I know is not true:	
7 How long will it take for my Complaint to be dealt with:	
8 Who will keep me informed of what is happening with my Complaint:	
9 At the end what might happen:	
10 What do I do if I am not happy with the end result of my Complaint?	

Service Users in KARE can Make a Complaint.

1. What is a Complaint?



A Complaint is anything that I feel is wrong and that I want to see changed

2. I might want to make a Complaint if:



Someone says something to me that I do not like, and I do not want them to say it again like shouting or calling names.



Someone does something to me that I do not like, and I do not want it to happen again.



I feel the way a staff member treated me was not fair.



I feel I am not getting the service I need from KARE

3. I can make a Complaint by:



Talking to a staff member, keyworker, or manager.



Writing down my complaint and giving it to a manager/ social worker in KARE

4. I can get help to make a complaint by:



Asking another person in KARE or in my family to help me talk about it.



Asking another person in KARE or in my family to write down my complaint and help me give it to a manager in KARE

Asking an advocate from the Citizens Information Advocacy Services to help me
I can contact them by phoning 0761 07 3000



If a person wants to make a complaint about another person in KARE, this should not be talked about at a Voice for KARE Rep's meeting.



If a person wants to make a complaint about how KARE works or a policy or decision from KARE; then this can be talked about at a Voice for KARE meeting.

5 How will my Complaint be dealt with in KARE?



My complaint will be taken seriously



If I am not happy that staff are taking my complaint seriously, I can talk to the Manager of my service, to a Social Worker or another Manager in KARE.



Any member of staff will listen to my complaint and if they can, they will deal with it



If the staff cannot deal with my complaint they will pass it on to the Manager to deal with it.



My complaint may go to Central Services for one of the managers to deal with it.



The complaints officer in KARE is Sandra Burke and Complaints can go to her.



KARE will try to get me the result I am satisfied with.

6 What will happen if I make a complaint that I know is not true?



If I make a complaint that I know is not true and could hurt someone else, KARE may tell the Gardaí about it.

7 How long will it take for my Complaint to be dealt with?



KARE will deal with my complaint as soon as is possible. It may take up to 30 days or longer to sort it out.

8 Who will keep me informed of what is happening with my Complaint?



The person dealing with my complaint will keep me informed about what is happening



The person dealing with my complaint will tell me what the end result is..



The complaint records will be kept on a file in the computer. They will be kept safe

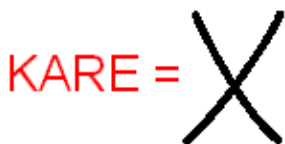
9 At the end what might happen?



I might get an apology



I might get an explanation in writing



KARE might have to say that they were at fault



KARE might have to change a decision on something



KARE might have to make sure that the records they have on me are corrected



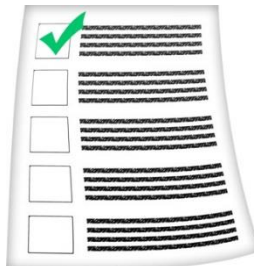
KARE might have to change the way they do things

10 What do I do if I am not happy with the end result of my Complaint?



I can ask the CEO Deirdre Murphy of KARE to look at my complaint.

I have 30 days to do this once I find out from KARE what the end result is.



If I am still not happy, I can bring my complaint to the Ombudsman.



**Office of the Ombudsman,
18 Lr. Leeson Street,
Dublin 2**



**Telephone: 01 6395600
Lo-call: 1890 223030**