



Feedback and Complaints

Words used in this booklet

What is Feedback?



Feedback is when you tell someone about a staff member in WALK that does something that you think is really brilliant!

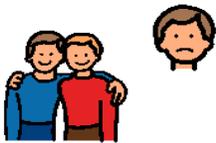
What is a complaint?



If anyone does something that makes you feel unhappy or angry or frustrated you can make a complaint.



If there is something that happens in WALK and you are not happy about it you can make a complaint.



If you think that you are not being treated fairly you can make a complaint.



Sometimes a complaint is called a problem in this booklet.

What is an Ombudsman?



An ombudsman investigates complaints from members of the public who feel they have been unfairly treated by certain organisations.

If the ombudsman thinks that a complaint is justified he/she will take steps to solve the complainants problem.

What is an investigation?

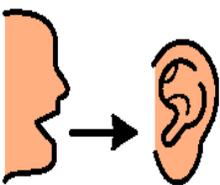


An investigation is where a person wants to find out about a problem.

The investigator is the person who tries to find out what caused the problem.

The investigator often talks to other people about the problem.

What is a Feedback and Complaints Officer?



A Feedback and Complaints Officer is a person in the organisation who investigates complaints that are serious.

The Feedback and Complaints Officer also keeps notes about when they are given good feedback about staff.

In this booklet, when we say 'Complaints Officer' this is the 'Feedback and Complaints Officer' for WALK.



Who is the Complaints Officer for WALK?



Wendy Farmer is the complaints officer for WALK.

You can call Wendy at this telephone number: (01) 465 0388

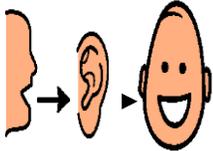
You can write Wendy Farmer at this address: 1 Longmile Road, Walkinstown, Dublin 12

You can email our complaints officer at complaints@walk.ie

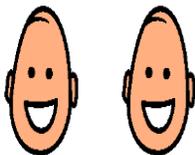
What does the Complaints Officer do?



The Complaints Officer investigates any complaints that they receive in writing.



The Complaints Officer will try to resolve the complaint so that you are happy with the outcome.



The Complaints Officer will monitor and evaluate all complaints made in WALK.

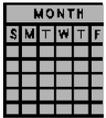
This will help make WALK be a better place for people.

When can I make a complaint?



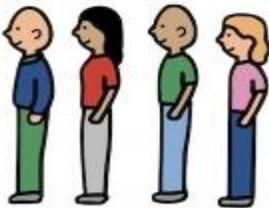
You can complain straight away about something that has happened.

You can also complain at any time up to one year after the problem happened.

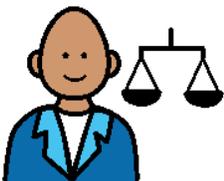


The complaints officer will decide if your problem should be investigated if you complain one year after the problem happened.

Who can I make a complaint to?



You should first try to make the complaint to a member of staff. You can make a complaint to the Complaint's Officer.



You can make a complaint to an independent advocate.

An advocate may be able to help you with the complaints process.

How can I make a complaint?



You can make a complaint by talking to a member of staff.

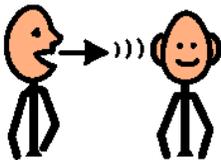


You can make a complaint by writing it down and sending it to any member of staff. You can ask another person to help you to write your complaint.

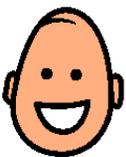


You can make a complaint by filling in a complaints form. You should give your complaints form to the Complaints Officer. You can ask another person to help you to fill in the complaints form.

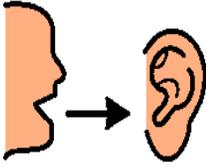
What will happen when I make a complaint by talking to a member of staff?



The staff member will talk to you about the complaint.
The staff member will do one of these three things:



1. They will see if they can sort out the problem for you so that you are happy.

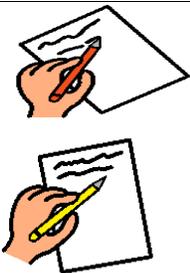


2. They will ask if they can discuss your complaint with another staff member or another person supported by WALK. If you agree, they will talk to other people who might be able to help to sort out your complaint.



3. They will help you put your complaint in writing and send it to the Complaints Officer.

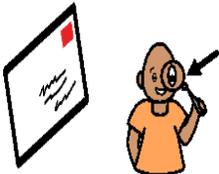
What if I am not happy with the solution the staff member has for my complaint?



You can write a complaint to Complaints Officer or you can fill in a complaints form.

You can ask any staff member or an advocate to help you to write the letter of complaint or to fill in the form.

What will happen when I make a complaint in writing or fill in the complaints form?



The Complaints Officer will first write you a letter to let you know if he/she will investigate the complaint.

	<p>If she cannot investigate the complaint she will tell you why she cannot investigate the complaint.</p>
	<p>The Complaints Officer will let you know how many days she will need to investigate the complaint.</p>
	<p>The Complaints Officer will let you know who else she may need to talk to in order to investigate the complaint.</p>
	<p>If the Complaints Officer thinks your complaint will take longer than 30 days to investigate they might talk to Eamonn Teague. Eamonn is on our senior management team.</p>
	<p>The Complaints Officer will then write a second letter to let you know the outcome of the investigation. This is different from the first letter that the Complaints Officer will write to you.</p>

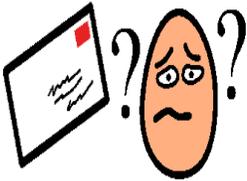
What will happen if I am not happy with the investigation by the Complaints Officer?



You can write a letter with your complaint to Eamonn Teague.
You can ask any person to help you to write this letter to Eamonn.



Eamonn must get this letter from you within 30 days of the second letter the Complaints Officer wrote to you.

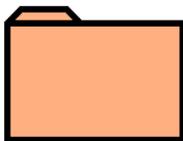


You should say in this letter why you are not happy with the letter that the Complaints Officer gave you.

What will happen when I write to Eamonn?



Eamonn will first write back to you to let you know if he will investigate the complaint.



Eamonn will ask another member of staff to look at the file with your complaint. That person will also look at details of the investigation into your complaint.



Eamonn will write a second letter to you to let you know the outcome of the investigation.

What will happen if I am not happy with the investigation by Eamonn?



If you are not happy with the outcome of the investigation you can make your complaint to the Ombudsman.

Ombudsman

18 Lower Leeson Street, Dublin 2.

Telephone: (01) 639 5600