

Feedback and Complaints

You will find information on how to give feedback and how to make a complaint.

Words we use:

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.

Feedback: If anyone who works in WALK does something that makes you very happy you can give feedback.

Feedback and Complaints Officer: Wendy Farmer is our Feedback and Complaints Officer. He is one of our staff team.

Ombudsman: An ombudsman investigates complaints from members of the public who feel they have been unfairly treated. If the ombudsman thinks that a complaint is justified he/she will take steps to solve the complainants problem.

Investigation: An investigation is where a person wants to find out about a complaint. The investigator is the person who tries to find out what caused the problem. The investigator often talks to other people about the complaint.

Who is the Feedback & Complaints Officer in WALK?

Wendy Farmer is the complaints officer for WALK.

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

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

You can email Wendy at this email address: complaints@walk.ie

What does the Feedback & Complaints Officer do?

A Feedback & Complaints Officer does these things:

- Writes a note about all the feedback and Complaints that are given to them.
- Try to resolve any complaints so that you are happy with the outcome.
- Investigates complaints that are serious and any complaints that they receive in writing.
- Write a report for the HSE and the Senior management team about all the feedback and complaints that WALK have received.

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 Feedback & Complaints Officer will decide if your problem should be investigated if you complain one year after the problem happened.

I am very happy about something that happened in WALK. Who can I give feedback to?

You can give feedback to any staff or you can tell Wendy.

I am very unhappy about something that happened in WALK. Who can I discuss this with?

You should talk to someone on your staff team. They might be able to explain what has happened. This might make the problem go away.

Or you can tell your complaint to one of these people:

- Wendy
- Someone on the Equality and Rights Committee
- You can talk to an independent advocate.

I am still not happy, how can I make a complaint?

You can make a complaint by talking to someone on your staff team.

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 or send your complaint form to Wendy Farmer.

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. The staff will tell the Complaints Officer about your Complaint even if you are happy with how the staff fixed the problem for you.
2. They will ask if they can discuss your complaint with another staff member or person we support. 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 Wendy Farmer 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?

Wendy will write a letter to you. This letter will let you know if she will investigate the complaint.

If she cannot investigate the complaint, she will tell you why she cannot investigate the complaint.

The letter will also tell you how many days Wendy will need to investigate the complaint.

Wendy will let you know who else she may need to talk to in order to investigate the complaint.

If Wendy thinks your complaint will take longer than 30 days to investigate she might talk to Eamonn Teague or [insert residential team leader/day services coordinator name as appropriate] or your keyworker.

Wendy will then write a second letter to let you know the outcome of the investigation. This is different from the first letter that Wendy will write to you.

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

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 Wendy wrote to you.

You should say in this letter why you are not happy with what is in the letter that Wendy wrote to you.

What will happen when I write in 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