



Policy Statement

It is the policy of Sligo Centre for Independent Living (Sligo CIL) to actively encourage feedback from service users, staff members, visitors, volunteers, and the community about the services we provide. Any complaints, comments, or suggestions will be treated seriously and handled in a way that is both appropriate and sensitive. In all instances, the views of those who use our services will be used as part of a process of continuous learning and quality improvement.

Policy:

1. What is a complaint?

An expression of dissatisfaction about the standard of service, the actions, or the lack of action by Sligo CIL.

2. Who can complain?

Anyone dissatisfied with the service, the actions, or lack of action from Sligo CIL can complain. Anyone acting on behalf of anyone dissatisfied can complain, provided they have the expressed consent of the individual experiencing dissatisfaction or if the individual is medically unable to complain for themselves. It may be necessary for this consent to be given prior to the complaint being dealt with.

3. How can you complain?

Complaints may be made verbally or in writing, in person, by e-mail or letter.

Sligo CIL is committed to ensuring an open and fair complaints process and will ensure that complainants do not suffer any form of discrimination or any loss of services as the result of a complaint.

The contact details for Sligo CIL are as follows: Sligo Centre for Independent Living, 45 High St., Sligo. F91 WC79

Phone: 071 - 9141978

In addition Sligo CIL's CEO can be contacted via the email below.

Email: maria.mulligan@sligocil.ie

4. Acknowledging a Complaint

Complaints made via the telephone will be acknowledged at the point of receipt. Complaints received in writing we will endeavour to acknowledge the complaint within **5 working days**.

5. Responding to a Complaint

Sligo CIL will seek to resolve and respond to all complaints within **20 working days**, in accordance with minimum standards from the Dept. of Health/Social Services/Public Safety

(DHSSPS).

Where it is not possible to conclude an investigation within 20 working days, the complainant will be advised of this, either by telephone or in writing.

The final response will set out details of the investigation process, all findings arising from the investigation process, an apology where the investigation has shown Sligo CIL to be a fault, and all action taken to prevent reoccurrence and improvements as a result of the complaint.

6. Requesting a Review

Where the complainant is dissatisfied with the outcome of an investigation and any recommended action, they can apply for a review. The complainant must put in a written request for a review, to the Chairperson, within **20 working days** of the day on which the investigation was concluded. The Chairperson has the authority to delegate this responsibility to another Board Director not already involved in the process.

The Chairperson (or delegate) will acknowledge a request to review a complaint and conduct a review of the complaint. Where it is found that the investigation is not complete, or that further action is required, he will request the cooperation of all relevant staff members to resolve the issues.

A written account of the complaint review and action taken will be forwarded to the complainant. Where the complainant remains dissatisfied with the outcome of a review, they will be referred to the relevant external bodies.

7. Exclusions

In order to uphold the principle of transparency, Sligo CIL will not in most instances formally investigate any anonymous complaints made against a named member of staff.

8. Recording, Reporting, and Accountability

Sligo CIL will maintain a record of each complaint. This record will include:

- Date the complaint was received
- Date of the occurrence(s)
- All correspondence with the complainant
- Details of the investigations made
- The outcome of investigations made
- Any action taken as a consequence of investigations
- Date the complaint was resolved.

All complaints received will be analysed for adverse trends and/or patterns and corrective action will be taken where possible. All comments and complaints will be used as a means of ensuring continuous quality improvements upon written request. Sligo CIL will also produce a general report preferably at the AGM on any reviews of recommendations or complaints in accordance with Section 55, Health Act 2004.

9. Complaints against Staff

Where a complaint is made regarding staff actions, lack of action or general conduct, the named staff member must be afforded a clear opportunity to respond.

10. Roles and Responsibilities

The CEO will oversee the complaints process to ensure:

- All complaints are investigated or escalated to him/her for investigation
- Make recommendations for quality improvement
- Ensuring the complainant is satisfied with the outcome of the complaint and the way it was dealt with

The CEO will be entitled to request any documents and/or communicate with any individual who he/she believes can assist with the investigation of a complaint.

11. Who to Contact if you are unsatisfied with the Outcome of the complaint

Where the CEO or subsequently the Chairperson are unable to resolve the complaint, the complainant will be advised of their right to refer their complaint to the relevant independent bodies and their right to approach the HSE following an unsatisfactory response through Sligo CIL's complaints procedure.

Sligo CIL will cooperate with any complaints investigation carried out by the HDC, HIQA or the Office of the Ombudsman.

Sligo CIL will also cooperate with the Health Service Executive in compliance with Section 52 of Health Act 2004.

12. Complaints relating to a vulnerable adult

Where a complaint relates to abuse, exploitation or neglect of a vulnerable adult Sligo CIL will ensure these incidents are reported to the relevant persons and agencies in accordance with procedures for protecting vulnerable adults.

Contact details for Regulatory Bodies
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If you feel that your concerns are not being taken seriously, you can contact HSE (ROI) at:

Health Service Executive (HSE)

Physical and Sensory Disability Services

JFK House

Kennedy Parade

Sligo

Email: Joanna.mcmorrow@hse.ie

Phone: 071 (91) 35001 Fax: 071 (91) 35002

Office of the Ombudsman

18 Lower Leeson Street,

Dublin 2.

ombudsman@ombudsman.gov.ie

Confidential Recipient for Vulnerable Persons

Leigh Gath, Training Services Centre.

Dooradoyle,

Limerick.

Leigh.gath@hse.ie

Low call 1890 100 014

[insert applicant name]

[insert address]

[insert address]

[insert address]

[insert date]

[insert subject]

Dear [insert name of person who made complaint]

Thank you for your [insert contact method].

We would like to apologise for the inconvenience and disappointment that you experienced in dealing with our [insert person, service, department etc.] recently.

[insert outline of complaint].

We assure you that your complaint and feedback will give the opportunity to remedy any problem that may exist and help to improve our service further.

We are currently investigating the circumstances surrounding the problem and you will hear from us again no later than [insert date max 20 working days]

Thank you for letting us know of your concern, and for your patience while we explore this matter.

Should you require any further assistance, you are welcome to contact [insert staff name], [insert position] at our office [insert contact number].

Yours sincerely,

[insert staff name]

[insert position]