



Brothers of Charity Services Limerick

Local Operational Complaints Procedure for Adults who use the Services, Families and Advocates

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Easy Read Companion for people who use the services

This document is an easy to read summary of the sections of the Brothers of Charity Services Limerick Local Operational Complaints Procedure for Adults who use the Services, Families and Advocates that relate directly to people who use the services.

This document does not include all of the detail of the full policy.

The aim of this document is to explain the important sections of the policy to people who use the services.

Where appropriate, this document should be reviewed by the keyworker with the individual on an annual basis in line with a review of My Profile My Plan. Where the keyworker, in discussion with the line manager (Senior Supervisor or Person in Charge), feels that a review of this document would not be of benefit to the individual based on their ability to comprehend same, this should be noted.

Name of Individual: _____

Would a review of this document be of benefit to the individual to help them to understand how to make a complaint?

Yes

No

Signature of Keyworker: _____ Date: _____

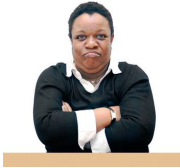
Signature of Manager: _____ Date: _____

If yes please review the procedure with the individual & complete the record below on an annual basis.

Date procedure reviewed with individual	Staff member who supported the review



This booklet tells you how to make a complaint.



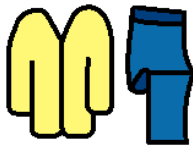
A complaint is when you are not happy about something.



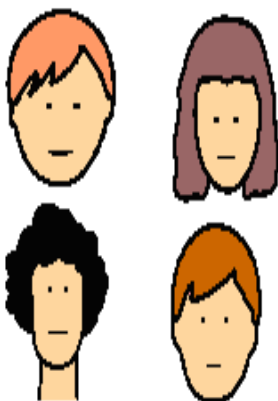
You have a right to make a complaint if you are not happy about something.



You can make a complaint about transport.



You can make a complaint about clothes.



You can make a complaint about anyone:

- Staff
- A family member
- A friend
- Someone you live with
- A member of the community

- A stranger



You can make a complaint if you don't have enough privacy.



You can make a complaint about not being able to make choices about go out.



You can make a complaint if you don't have choices about what to eat.



You can make a complaint if you feel people are not listening to you.



You can make a complaint because you don't have choices.



You can make a complaint if someone shouts at you.



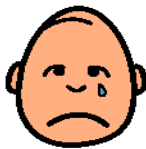
You can make a complaint if you don't get the care you need.



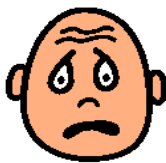
You should tell someone you trust if someone hurts you or makes you upset. They can support you to get the help you need.



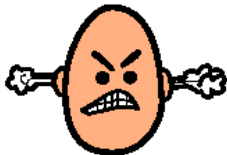
You should tell someone you trust if you don't like how someone touches you. They can support you to get the help you need.



Your complaint might make you feel sad.



Your complaint might make you feel worried or afraid.



Your complaint might make you feel angry.



When you have a problem you can tell someone that you trust.

This might be your key worker, a member of staff that you work with.



They will listen to your problem.



They will talk to you about your problem and help you try to solve your problem if they can.



If they can't help you solve the problem they will let your manager know about your complaint.



Your manager will meet you to talk about the complaint and you can work together to try to find a solution.



If your manager can't help you find a solution they will help you to put your complaint in writing and send it to the Complaints Officer



The Complaints Officer for Community Services is May Phillips



The Complaints Officer for Integrated Services is Noreen Ryan



The Complaints Officer will meet with you and will look into your complaint.



The Complaints Officer will try to find a solution to your complaint.



Sometimes it takes a long time to find a solution.

If this happens the Complaints Officer will keep you informed of what is happening.



If you are not happy after the Complaints Officer has worked on the complaint you can talk to the Director of Services, Norma Bagge.



If you are still not happy you can talk to the Ombudsman, the HSE or the National Disability Authority.



The Complaints Officer will make sure you get the help you need to make contact.



The Brothers of Charity Services Limerick wants to hear from you if you are not happy or if you have a complaint.

You will not get in trouble for making a complaint.

It is your right.



Complaints help us to learn when we get things wrong.



Complaints help us to figure out how to get things right.



Your complaint helps us to work with you to make the services better.