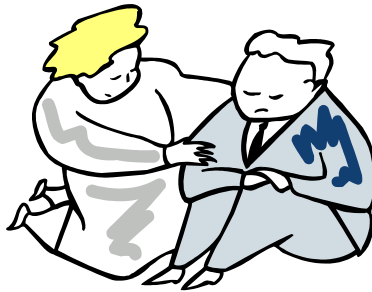


**COMPLAINTS PROCEDURE
FOR
PEOPLE WHO ARE SUPPORTED BY
Brothers of Charity Clare Services**

**The Brothers of Charity, County Clare
has procedures in place to enable you to
raise a complaint and to provide a way of
resolving the issue.**



January 2011

Complaints can arise for a **variety of reasons** and the reason for this procedure is so that **complaints can be dealt with as easily and as quickly** as possible. In many cases, it should be possible to sort out the problem straight away. **Some problems can be put right immediately or dealt with quickly.**

During each stage of the procedure, you are entitled to be accompanied by a family member or advocate.



If you have a **Complaint:**

1. **Talk to a staff member** and they will try to sort things out.



2. If you feel you cannot discuss this matter with staff, you can **discuss it** with your **Regional Manager**.

Ennis Area:

Eamon Finn ó 06565-6823123

North & West Clare:

Martina Rynne ó 065-7085989

East Clare & Shannon:

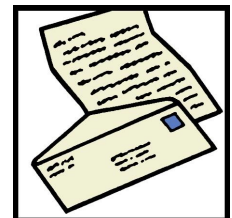
Richard Collins ó 065-6849400

Children's Co-Ordinator:

Theresa Tonna ó 065-6869757



4. If possible it would help to **put the complaint in writing**. There is a form at the back that you can write in.



It is the aim of the Brothers of Charity Clare Services, to make every effort to deal with complaints within the services.

If you or your family feel that the **complaint** has **not been dealt with satisfactorily**, you have a number of **options**:

1. You can bring the matter to the **attention** of your **Advocacy Representative**.



2. You can **contact** your **Social Worker Jo Rynne** at
☎ : 065-6849400.



3. You can contact the **Independent Advocacy Service**.
Citizen's Information Centre,
Bindon Lane, Bank Place, Ennis
☎: 087-9697404



4. You can contact the **Disabilities Services, HSE**, Tobartascaoin,
Ennis, Co. Clare
☎ : 065-6844753



COMPLAINT FORM

If you need help to fill this out, please ask a staff member, an Advocate or a member of your family.

If you have a complaint which you feel has not been dealt with please complete this form and give it to your **Regional Manager**.

To: _____ Date: _____

From: _____

Location:

I wish to complain about:

I think the problem might be put right by:

Signed

Date