

People with concerns or complaints can also contact any of the following:

OMBUDSMAN

Office of the Ombudsman,
18 Lr. Leeson Street,
Dublin 2.
Tel: +353-1-639 5600
Lo-call: 1890 223030
Fax: (01) 639 5674

OMBUDSMAN FOR CHILDREN

Ombudsman for Children's Office,
Millennium House,
52-56 Great Strand Street,
Dublin 1.
Tel: 01-8656800

HSE

General Manager, Consumer Affairs
Merlin Park Hospital
Galway
Tel: 091 775819
Email: chris.rudland@hse.ie

We support people to be valued citizens in their local community, to have ordinary life experiences and to be closely connected to family and friends. We are committed to supporting people to make choices about their lives and to the provision of quality services that meet people's needs.

The Brothers of Charity Services Galway Vision Statement



January 2013



Brothers of Charity Services Galway Guide to the Complaints Procedure for the People who use our Services, their Families, and Advocates



The Brothers of Charity Services Galway is committed to the provision of quality services that meet people's needs.

From time to time the people who use our Services are dissatisfied with the services they receive and wish to make a complaint. We welcome complaints, as they allow us to monitor and continually improve our services.

If you are unhappy about any aspect of our Services, please tell us.

We will facilitate those who may not have the capacity to articulate a grievance or complaint.

Making a complaint will have no adverse implications for your dealings with our Services.

How do I make a complaint?

If you are unhappy about something, please tell any member of staff or the manager of the relevant service.

We promise to:

- Act on any comments received.
- Handle complaints and personal details in confidence without prejudice.
- Act on any complaint as quickly as possible and attempt to resolve it immediately and locally.
- Investigate all complaints within 30 working days. If the process takes longer, we will keep you updated every 20 working days.
- Issue a clear written response to every formal written complaint.

You may also contact the following for comments or complaints about their areas of responsibility.

Children's Services -

Programme Manager, CDCs and Respite - 091 721400
Coordinator of Community Services - 091 721423

Coordinator, Preschool Support Services - 091 527772

Sector Manager, East Galway Adult Services - 076/1064313

Sector Manager, West Galway Adult Services - 091 721400

Head of Community Nursing - 091 860129

Consultant Paediatrician - 091 860113

Consultant Psychiatrist - 091 721400

Head of Occupational Therapy - 091 721488

Head of Physiotherapy - 091 721406

Head of Psychology - 091 721423

Head of Social Work - 091 721419

Head of Speech & Language Therapy - 091 721400

The above-listed individuals can also be contacted in writing at Brothers of Charity Services, Woodlands Centre, Renmore, Galway. You may also contact the Director of Services directly—ph: 091 721400.

For full details of the Brothers of Charity Services Galway Complaints Policy and Procedures, see our website at,

www.brothersofcharity.ie