



**Camphill Communities  
of Ireland**



## **Feedback, Comments and Complaints**

**Something to say about  
our communities and  
services?**

## Feedback & Comments

We welcome your feedback and involvement in our Community. Feedback may be compliments, comments, suggestions or complaints.

You may want to tell us something about our community, how it could be improved or what you like about it. You may want to say 'thank you' because you are happy with a service you received.

Feedback can be given verbally, in writing or by using our feedback form. We keep records of written compliments we receive. And we will engage with you to ensure you are kept informed of how your views and suggestions are being followed up.

All our communities have regular meetings where members have the opportunity to share their views and make suggestions on maintaining healthy communities. You can also talk on a one to one basis with a co-worker about your views.

## Complaints

You may want to complain because something has gone wrong.

### **What is a complaint?**

A complaint is an expression of dissatisfaction with any aspect of our service.

### **Who can complain?**

Anyone who uses, has used or sought the provision of services from Camphill Communities of Ireland can make a complaint.

Making a complaint will not affect the support you receive. You should let us know your complaint as soon as possible and normally complaints must be made within six months of the situation giving rise to it.

### **Getting help to complain or make comments:**

You can get someone else to tell us what you think – We will ensure each person has access to an advocate when making a complaint or raising a concern. Support in making a complaint could also be through a friend or family member, as long as you give consent for them to contact us on your behalf.

### **How soon will we resolve your complaint?**

We aim to make sure that things are put right as soon as possible and below is the procedure we will follow to do that.

## Complaints Procedure

### **Stage 1 – Informal Complaint**

1. Initially you should speak to a co-worker or member of staff regarding your complaint. Each community has a Complaints Officer to whom you can also speak directly. For small concerns we recommend you talk face to face, however, it may be possible to ring or even e-mail them.
2. If your complaint is regarding an incident or behaviour of another resident rather than a failure in our service then a co-worker will work with you and the other resident to resolve the matter. If we fail to resolve the matter then you may tell us if you wish or write to make a formal complaint.
3. If your complaint is a verbal complaint then the person dealing with your complaint will record your informal complaint. We will always ask you what outcome you feel would resolve your complaint. It is hoped that most complaints and concerns will be resolved quickly and informally.

*We aim to learn from our mistakes to make our communities a better place for all of us to live and work.*

### **What happens if you remain unhappy?**

If you feel that we have not managed to resolve your complaint in a satisfactory manner you may make a formal complaint.

#### **Stage 2 – Formal Complaint**

1. You can make a formal complaint by e-mail, fax, letter, telephone or by completing the complaint form available from the complaints officer in your community. A formal complaint should be addressed to the Person in Charge in the Community and state what outcome(s) you feel would resolve your complaint. To make a formal complaint you do not need to have made an informal complaint first although we would advise you do so in most cases.
2. We will acknowledge your complaint in writing within 5 working days letting you know the name and contact details of the person dealing with your complaint and how we propose to deal with the investigation. If we cannot deal with your complaint we will advise you why and suggest what options are open to you.
3. We aim to resolve formal complaints within 30 days of the complaint being received. If we cannot finalise our investigation within 30 days we will write to let you know why, what we are doing to resolve the matter and the likely timescale to conclude the investigation. We will keep you informed at least every 20 days until the complaint decision is reached. We will advise you of the outcome of our complaint investigation within 5 days of completing our investigation.
4. If your complaint is upheld we will aim to resolve matters in the manner you requested. If we cannot resolve your complaint we will advise you why and suggest what options are open to you.

**Stage 3 – Appeal to Chair of Camphill Communities of Ireland**

1. If you remain unhappy following an investigation into your complaint you may appeal the decision, within 30 days of being informed. Appeals should be made in writing to the chairperson of Camphill Communities of Ireland who will appoint a senior Camphill person, who is not a member of your local Camphill Community, to investigate and lead the complaint appeal process.
2. We will acknowledge the receipt of your appeal in writing within 5 working days, letting you know who will deal with your appeal.
3. We aim to process appeals within 30 days of the appeal being received. If we cannot finalise our appeal investigation within 30 days we will write to let you know why, what we are doing to resolve the matter and the likely timescale to conclude the appeals process. We will inform you at least every 20 days until the appeal decision is reached.
4. The Chairperson of Camphill Communities of Ireland will advise you in writing of the outcome of the appeals process within 5 days of its completion.
5. If your complaint is upheld we will aim to resolve matters in the manner you requested. If we cannot resolve your complaint we will advise you why and suggest what options are open to you.

*Nothing in this leaflet prevents you seeking redress to a complaint by making your complaint to the HSE or the Office of the Ombudsman. If you wish to do so the Complaints Officer will be able to advise you.*

## What principles guide Camphill Communities in dealing with complaints?

Camphill is an intentional community guided by mutual respect, a culture of working together for the welfare, independence, safety and well being of all. We work in a person centred way and are committed to self-improvement. Our work complies with our legal requirements and regulatory responsibilities set out by Health Information & Quality Authority (HIQA) and the HSE's "Children First" and "Trust in Care" policies.

### Our complaints policy and procedure is guided by:

- Rights:** We uphold the right of people with disabilities to have their human rights for safety from abuse respected.
- Respect:** We take all allegations seriously and treat all parties to an allegation with dignity, sensitivity and courtesy. We ensure that any information that is provided to Camphill is not shared with any other person or agency without the person's permission unless we are legally obliged to do so.
- Fairness:** We seek to resolve concerns by having a fair process. We will communicate openly and honestly and listen carefully to what all parties have to say about complaints received by Camphill. We will remain objective and unbiased in our approach, making sure that we have no conflict of interests. The decisions that Camphill makes about complaints will be based on verified information, rather than on speculation or suspicion.



## Camphill Communities of Ireland

- Camphill Communities of Ireland works to create sustainable communities where children and adults of all abilities, many with special needs, can live learn and work with others in healthy social relationships based on mutual care and respect.
- Most communities are a home for both people with special needs and volunteers. Members of the community share responsibility for the tasks and cultural activities of day to day life.
- Camphill is inspired by Christian ideals and the impulse of community building as articulated by Rudolf Steiner and is based on the acceptance of the spiritual uniqueness of each human being.

### Camphill Community Safeguarding Officer

**Contact Details:**

### National Case Management Team of Camphill Communities of Ireland (NCMT)

**Contact Details:**