



CAMPBILL COMMUNITIES OF IRELAND
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Complaints, Feedback and Comments Policy & Procedure

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2 Policy Statement:

Camphill Communities of Ireland (Hereafter referred to as CCoI) in accordance with part 9 of the Health Act 2004, is committed to providing a system for the management of complaints that facilitates effective feedback from and communication to all service users. Responding effectively to complaints received and learning from them is a key aspect to providing a high-quality customer focussed service. CCoI is 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.

CCoI aims to encourage the use of complaints, feedback, and comments as a mechanism to improve service delivery and the level of mutual care within communities.

This policy is underpinned by the following national policies, legislation and regulations:

- Health Act 2004 Part 9
- Health Act 2004 (Complaints) Regulations 2006
- Health Act 2007 Part 13
- Health Act 2007 (Care and Support of Residents in Designated Centres for persons (Children and Adults) with Disabilities) Regulations 2013
- Health Service Executive, National Service Plan- Management of Consumer Feedback
- “Your Service Your Say” – The Management of Service User Feedback for Comments, Compliments and Complaints (Health Service Executive- 2017)
- Guidance Document for Providers who have entered into a Service Agreement under Section 38 or 39 of the Health Act 2004 (Health Service Executive)
- Disabilities Act 2005 which outlines specific processes for dealing with complaints and is outlined in HSE “Your Service Your Say”
- National Standards for Residential Services for Adults and Children with disabilities
- Freedom of Information Acts 2014
- Data Protection Acts 1988/2003/General Data Protection Regulation (GDPR enacted May 2018)
- Ombudsman’s Act 1980-1984

CCoI commits to safeguarding the rights and dignity of CMSN and staff members in the implementation of this policy and associated supporting documents.



2.1 Guiding Principles

This policy is guided by:

2.1.1 Rights:

We uphold the rights of people with a disability to complain about the services they receive because they are entitled to receive quality services that support their quality of life.

2.1.2 Respect:

We take all complaints seriously and treat all parties to a complaint with dignity, sensitivity, and courtesy. We ensure that any information that is provided to CCol is not shared with any other person or agency without the person's permission unless we are legally obliged to do so.

2.1.3 Fairness:

We seek to resolve complaints by having a fair process. We will communicate openly and honestly and listen carefully to what all parties have to say about the complaints that are made to CCol. We will remain objective and unbiased in our approach, making sure that we have no conflict of interests. The decisions that CCol makes about complaints will be based on verified information, rather than on speculation or suspicion.

3 Purpose:

The CCol Complaints policy is designed to be as responsive as possible to complainants.

- The policy operates to the highest standards of natural justice and fairness
- The investigation of complaints made either verbally or in writing by individuals or advocates appointed on their behalf provides CCol with an opportunity to learn and improve the services we provide.

CCol endeavours to ensure that a responsive systematic approach will be operated in relation to complaints from all parties dissatisfied with Ccol services and to create an open culture where complaints compliments and feedback are welcomed as a means of improving the services provided.

The purpose of this policy is to:

- Ensure the existence of procedures through which Community Members with Support Needs, families and members of the public can communicate feedback or complaints regarding any aspect of CCOI services, functioning or operations
- assist and support CMSN's, interested parties; staff; external organisations and the general public to make a comment or a complaint,
- To enable CCOI to address all complaints, ensuring that they are recorded, considered, resolved and monitored.



- Ensure that suggestions for improvement are actively encouraged, received, considered if appropriate, delegated with their implementation monitored
- To ensure that all organisational stakeholders are aware of the content of this policy and its associated related procedures.
- To support employees/volunteers to recognise when CMSN's; and external organisations and the general public have reason to make a complaint and the process that must be adhered to

4 Scope:

This policy and procedures apply to

- All Community Members with Support Needs (CMSN) of Camphill Communities of Ireland residential and community supported living services
- All interested parties, customers, external organisations, and members of the public
- All individuals working at all levels of the organization (whether Voluntary or Paid), including senior managers, officers, directors, co-workers, employees, consultants, contractors, trainees, part-time and fixed-term employees, casual and agency staff [and volunteers] (collectively referred to as staff or "staff member" in this policy)

The scope of this document incorporates the Regulations set out in SI 367 of 2013 Health Act 2007 and may be amended in light of future developments in contractual agreements and legislative requirements.

4.1 General Exclusions

All complaints received will be considered by CCoI however, not all complaints received by CCoI can be investigated using the procedures set out in this document. The Complaints Officer must, upon initial examination of the complaint, determine if the complaint or aspects of the complaint requires management under other established CCoI Policies, Procedures of Guidelines. The Health Act 2004 details a number of complaints that are not included in 2b

of the Health Act.

These complaints are in relation to:

- A matter that is or has been the subject of legal proceedings before a court or tribunal.
- A matter relating solely to the exercise of clinical judgement by a person acting on behalf of either the Executive or a service provider.
- An action taken by the Executive or a service provider solely on the advice of a person exercising clinical judgement.



- A matter relating to the recruitment or appointment of an employee by the Executive or a service provider.
- A matter relating to or affecting the terms or conditions of a contract of employment that the Executive or a service provider proposes to enter into. (Includes terms or conditions relating to superannuation benefits, disciplinary procedures, or grievance procedures).
- A matter relating to the Social Welfare Act
- A matter that could be the subject of an appeal under section 60 of the Civil Registrations Act 2004.
- A matter that could prejudice an investigation being undertaken by An Garda Síochána.
- A matter that has been brought before any other complaint's procedure established under an enactment.

4.2 Other Exclusions

- This complaints policy and procedure is for use by Community Members with Support Needs, their families, other agencies, and members of the public. It is not for use by staff who have concerns or grievances; this is dealt with through the *Grievance Procedure* which is available to staff either through their line manager or on the Intranet.
- If a complaint involves an allegation of abuse or suspicion of abuse, it should be managed through the Safeguarding policies and procedures

In the instance where complaints fall into the categories above the complaint's officer/line manager will inform the complainant of the appropriate channels through which their complaint should be referred.

5 Definitions

5.1 Complaint (Definition as per the Health Act 2004)

“Complaint” means a complaint made under this Part about any action of the Executive or a service provider that – (a) it is claimed, does not accord with fair or sound administrative practice, and adversely affects the person by whom or on whose behalf the complaint is made.

A complaint means any action of CCol that:

- It is claimed, does not accord with fair or sound administrative practice.
- Adversely affects the person by whom or on whose behalf the complaint is made.

An Action: An action does not represent fair or sound administrative practice if it is:

- Taken without proper permission or authority
- Taken for unnecessary reasons
- The result of negligence or carelessness
- Based on incorrect or incomplete information
- Discriminatory
- Based on bad administrative practice

5.2 Other Type of Complaints

5.2.1 Anonymous Complaints

CCol will not investigate anonymous complaints against any member of staff

- To register a complaint, the complainant must provide their personal contact details
- Anonymous complaints against members of staff will not be entertained due to the possibility that they may be vexatious or malicious in nature
- Anonymity of complainant does not enable the principles of natural justice to be upheld
- All verbal and written anonymous complaints regarding services or events should be brought to the attention of the relevant line manager for a decision as to whether further action is needed.

5.2.2 Complaints made in confidence

- Ccol can facilitate complaints to be made in confidence specifically requested by the complainant
- In these instances, the identity of the complainant will only be known to the recipient of the complaint, the Investigating Officer, and the Regional Manager/Head of Services



- If the investigation requires the identification of the complainant to be known, consent should be obtained
- If consent is not obtained the investigation cannot proceed. However, the Investigating Officer must be satisfied that the nature of the complaint does not represent a risk to CCol Community Members or staff.

5.2.3 Unreasonable Vexatious or malicious complaints

The fact that a complainant is persistent, makes demands or is angry does not necessarily mean their conduct should be classed as inappropriate or unreasonable, but there are some instances where complainants do not engage appropriately or reasonably.

Unreasonable complainant conduct can be defined as any behaviour by a current or former complainant which, because of its nature or frequency, raises substantial health, safety, resource, or equity issues for the parties to a complaint. Behaviours can present which are threatening, misleading or overwhelm the limited resources available to Ccol with unnecessary phone calls, letters, emails, or large amounts of irrelevant information. A vexatious complainant may insist on remedies they are not entitled to or outcomes that are not possible or appropriate, or personalise the complaint to the investigating officer or other staff of the organisation that they have approached to resolve those issues.

If a complaint is deemed to be malicious, the investigation will cease. The complainant will have the option of registering a further complaint with the Office of the Ombudsman. The Head of Services and Head of HR will review vexatious or malicious complaints to determine if any action should/ can be taken by CCol. The complainant may be advised formally with a statement and explanation about how further communications relating to their complaint will be dealt with – i.e. further correspondence about this issue will be read and filed without acknowledgement, unless the organisation decides it requires further action.

6 Accountability & Responsibility

This policy and procedure applies to:

- All services and activities that are delivered in CCol communities and social enterprises
- All services and activities that are funded through statutory and non-statutory sources
- All personnel working on behalf of CCol including all volunteers and paid employees are expected to respond in a courteous manner to anyone raising a concern or making a formal complaint. Each member of staff is expected to treat any concerns or complaints brought to them in an appropriate and confidential manner



- The Person in Charge will ensure the implementation of the policy at community level and ensure that all relevant people have the appropriate knowledge, skills and understanding to act in accordance with this policy and procedure
- All managers in CCoI are responsible for ensuring that employees and volunteers are aware of and apply the appropriate procedures as stated in this policy
- Leadership team are responsible for overall governance, planning, implementation and review of the policy and operating standards at a National level.

7 Assistance for Community Members with Support Needs

CCoI is happy to provide assistance to a person with a disability in order for them to exercise their rights under this policy. This policy and supporting documentation can be made available in a variety of alternative formats. CCoI will facilitate people who are unable to read, write to make a complaint or provide other feedback by accepting verbal notifications.

7.1 Information provision

The Person in Charge will ensure that written and verbal information about how to make a complaint is made available to all individuals who use CCoI services. This information displays prominently the contact details of the designated person to whom complaints maybe made Information on complaints is also available in the Statement of Purpose and guidance material for CMSN such as the CMSN Handbook.

The Person in Charge will ensure that this

- information is provided at the time services commence or on request
- Information is updated annually in Residential and Day Services for Community Members with Support Needs

The Person in Charge will ensure the information is in a language and format that is accessible to Community Member with Support Needs.

7.2 Making a Complaint on behalf of a CMSN's

Any person who has received or sought services from CCoI is entitled to make a complaint. If the person is unable to do so because of age, illness or disability, the complaint may be made on that person's behalf by:

- A close relative or carer of the person (parent; guardian; son; daughter; spouse; person cohabiting with the person)
- Any person who legally has the care of the affairs of that person



- Any other person with the consent of the person

7.3 Right to Advocacy

All complainants have a right to appoint an advocate to assist them in making their complaint and to support them in any subsequent processes in the management of that complaint. The person can choose their advocate from a close family member, a circle of support member or external advocate. This person will operate within the principles of advocacy as follows

- Empowerment of the person where possible.
- Respect for the person and his/ her wishes.
- Acting in the person's best interest.
- Acting independently.
- Maintaining confidentiality.
- Acting with diligence and competence.

The National Advocacy Service for People with Disabilities is a free service operated by the Citizens Information Board which provides independent advocacy services for persons with a disability. The advocate works exclusively for the person with a disability with their role being to ensure that their rights are safeguarded. For further information on accessing an advocate in your area, please contact National Advocacy Service for People with Disabilities on 0761 07 3000 or by email at info@advocacy.ie

7.3.1 Confidential Recipient

The Confidential Recipient is an independent person appointed by the HSE to receive concerns and allegations of abuse, negligence, mistreatment, or poor care practices in HSE or HSE funded residential care facilities in good faith from patients, service users, families, other concerned individuals and staff members.

The Confidential Recipient will be independent and will have the authority to examine concerns raised to:

- Advise and assist individuals on the best course of action to take to raise matters of concern
- Assist with the referral and examination of concerns
- Ensure that these matters are appropriately addressed by the HSE and its funded agencies

Leigh Gath

Confidential Recipient for Vulnerable Persons

Training Services Centre

Doodadoyle Limerick

LoCall 1890 100 014

Mobile 087 6657269

Email leigh.gath@crhealth.ie



8 Procedure

8.1 How may people make a complaint?

CCOI offer multiple accessible formats for complaints to be expressed this can take the following formats:

- Written (e.g., letter, email, SMS, Complaints form);
- Verbal (face to face, telephone); or
- Any other communication that a person uses.

8.2 Stages of CCOI's Complaints Management Process

This policy is in place to facilitate the quick fair and complete investigation of complaints. It is underpinned by the concept of natural justice; the open process ensures that the expectations of all parties are realistic.

The process for the management of complaints in CCOI consists of four distinct stages. The following diagram outlines the general process flow of a complaint through CCOI's complaints management process. Each stage is then described in the subsequent sections of this policy.

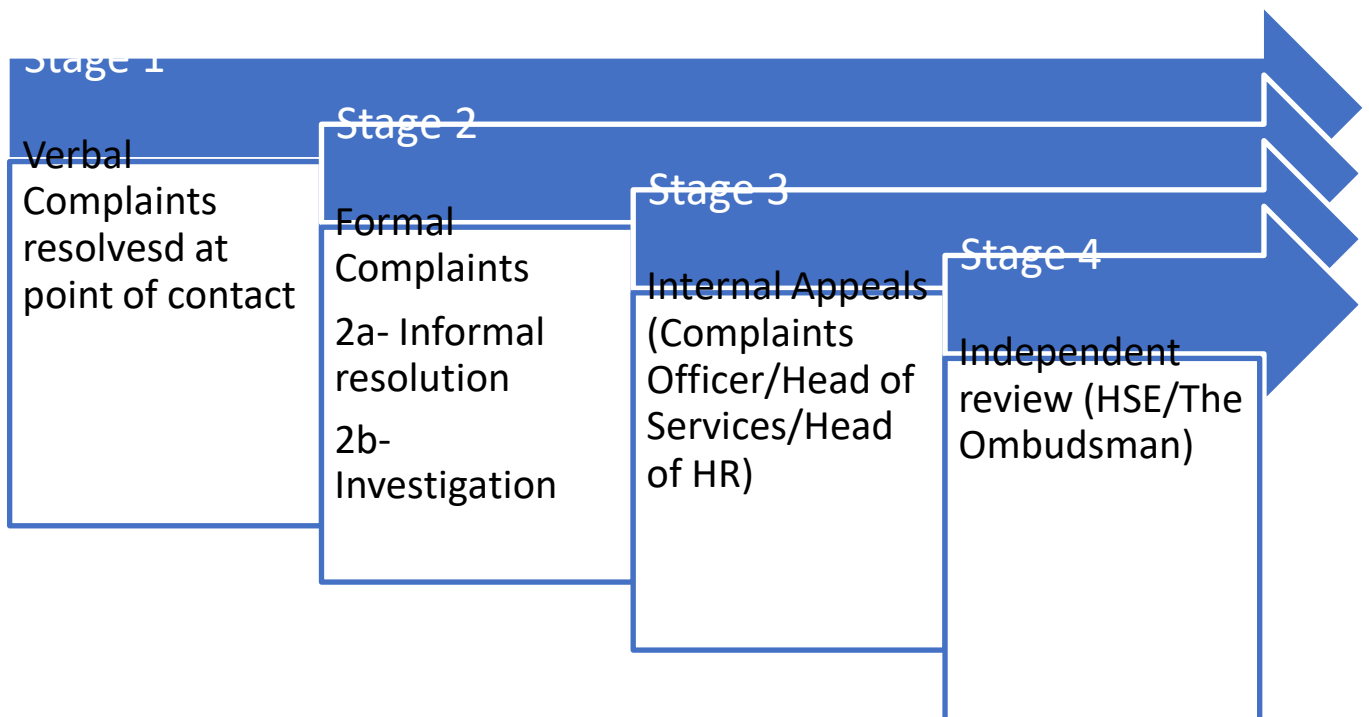
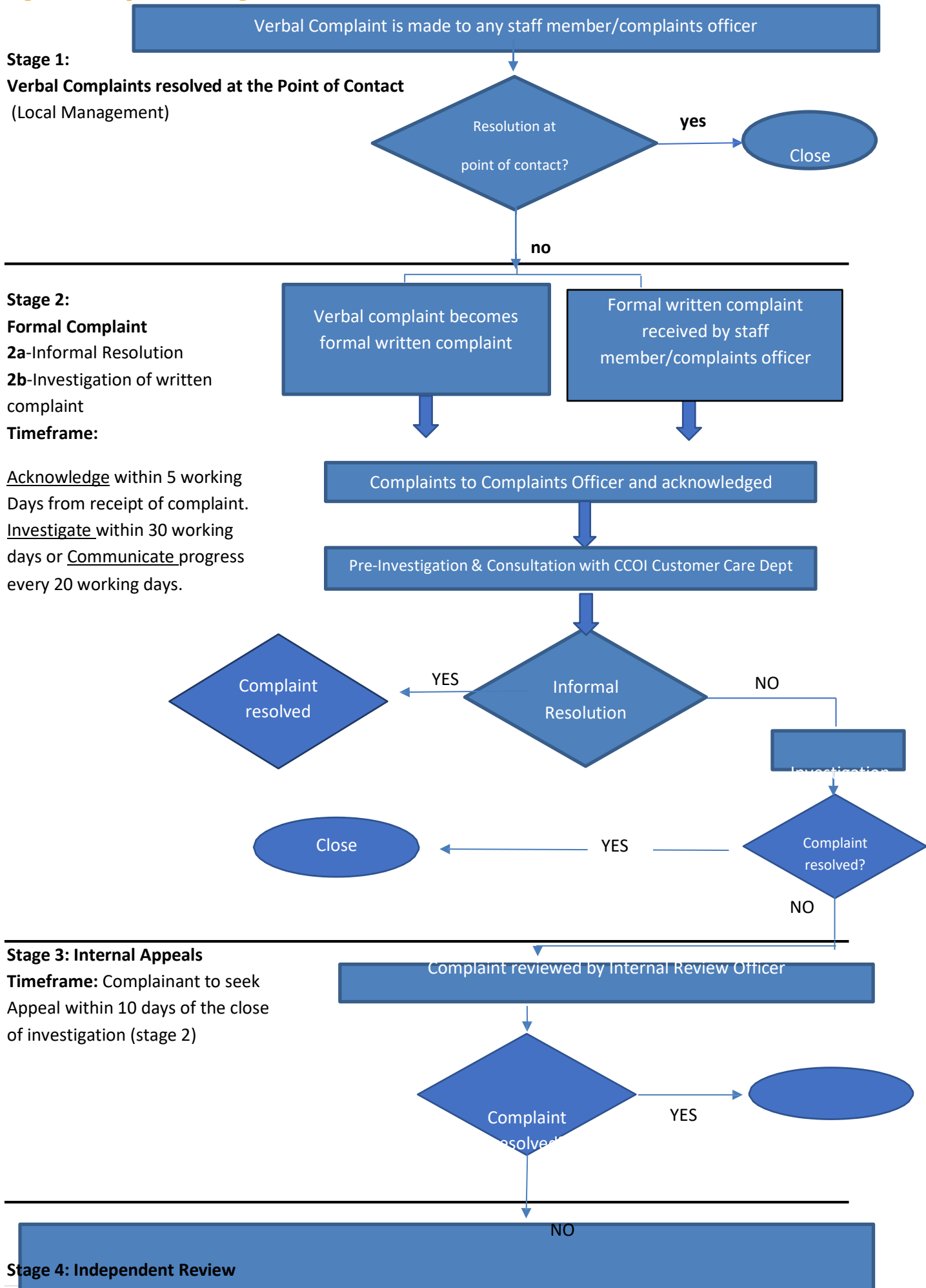


Figure 1: Complaints Management Process flow chart

8.3 Stage 1: Verbal Complaints resolved at the point of contact

Complaints or concerns and even compliments are often brought to the attention of a member of staff at the point of service delivery or directly to the Customer Care Dept. Stage 1 of the complaint's management process is the stage of the process where the recipient of a **verbal** complaint endeavors to manage and resolve the complaint at the point of contact.



All CCOI staff can receive a verbal complaint about any aspect of the service at any time. A practical approach must be adopted to verbal complaints which are usually more frequent, of a less serious nature than written complaints and are often resolvable on the spot.

The staff member adopts the following approach:



8.3.1 Determining the appropriate options for the management of the complaint

The person receiving the complaint must determine the most appropriate process for the management of the complaint. These options are:

- 1) The complaint is received by front line staff member/House Coordinator/Person in Charge who determines that it is appropriate to manage the complaint at the point of contact with a view to resolving the complaint **(stage 1)**
- 2) The complaint is received by the CCOI National Complaints Officer who determines that the complaint may be managed with a view to resolution at the point of contact and links with the relevant Person in Charge & Regional Manager to appropriately manage the complaint **(Stage 1)**
- 3) Any staff member/ Person in Charge/Complaints Officer who receives the verbal complaint decides that the complaint cannot be resolved or should not be resolved at the point of contact and the

complainant is advised to submit their complaint as a formal written complaint for investigation
(Stage 2)

8.3.2 Timeframes for the management of a verbal complaint

Every effort should be made to resolve a verbal complaint immediately or within 24 hours of receiving the verbal complaint if it is deemed appropriate to manage the complaint, with a view to resolution, at the first point of contact.

8.3.3 When should a complaint not be managed at stage 1

Some complaints cannot be resolved at the point of contact and will require management and investigation at stage 2 of the process. There are a variety of reasons why a complaint should not be managed at stage 1 of the process. The key reasons include:

- The complaint involves too many issues to resolve at the point of contact/immediately
- The Person in Charge requires more time to gather information to resolve the complaint
- The complaint was a result of harm/incident or a near miss and requires further investigation to identify and eliminate the root causes
- The complaint was as a result of deviations from quality standards that requires further investigating to identify the reasons for the deviation and if there are any system improvements required
- The complaint involves multi-disciplines and multi-locations,
- and involvement of all parties is required to effectively and fairly investigate the complaint.
- Complainants may not accept the outcome of the management of the complaint at the point of contact and may seek a review of their complaint at Stage 2 of the process.

8.3.4 Complaints that cannot be resolved at Stage 1

If it is not possible to resolve the complaint to the satisfaction of the complainant at the first point of contact, the person receiving the complaint must advise the complainant:

- the reasons why the complaint cannot be resolved at the point of contact
- that they may submit the complaint as a formal written complaint
- the process for submitting a formal written complaint
- what will happen with their complaint in the CCOI complaints management process

8.3.5 Recording Verbal complaints

Staff members receiving a complaint must:

- Advise their Line manager and the Person in Charge
- Record all verbal complaints which have been resolved at the point of contact on the ***Complaints Report and Analysis Record (Appendix 4)***
- Where applicable, forward the completed ***Complaints Report and Analysis Record (Appendix 4)*** to their Line Manager/Person in Charge on the same day the complaint is received.



- Where a verbal complaint cannot or should not be resolved at the point of contact, the complainant should be advised to submit the complaint in writing for investigation preferably using the **Complaint and Feedback form (Appendix 1)**.

On the **same day** as receiving the complaint the responsible line manager must:

- Record the complaint and action taken on the CCol **Complaints and Compliments Register**
- Create a digital case file number on their communities intranet section for complaints
- Create a hard case file number in the communities complaints folder
- Upload a copy of the complaint and any supporting documents to the relevant case file number.

8.3.6 Notification

The Person in charge must notify the communities Regional Manager and CCOI Customer Care Department on the same day of the complaint. The notification to the CCOI Customer Care Department should include:

- Complaint reference/case number
- Confirmation that a copy of the complaint and any supporting documentation are available in the allocated digital case file number in the communities complaints section
- Confirmation that the case number and details of the complaint have been logged on the communities' **complaints and compliments register**.

Following review by the customer care department, If the complaint is deemed to have been dealt with appropriately by the staff member and their manager no further action is required.

8.4 Stage 2: Formal Written Complaints

Written complaints may originate from two sources:

- 1) Where a verbal complaint cannot or should not be resolved at the point of contact and the complainant has been advised to submit the complaint in writing for investigation
or
- 2) The first point of contact from the complainant is in the form of a written complaint

Written complaints may be directed to any member of staff including front line staff and complaints officers.

8.4.1 Formal Complaints management process

At **Stage 2**, the Complaints Officer has two options:

1. To consider whether it would be practicable, having regard to the nature and the circumstance of the complaint, to seek the consent of the complainant and any other person to whom the complaint relates to finding a resolution through informal means (**Stage 2a- Informal Resolution of the formal complaint**)
2. To commence a formal investigation of the complaint (**stage 2b -Formal Investigation of a written complaint**)



8.4.1.1 Recording

On the **same day** as the complaint the responsible line manager must:

- Record the complaint and action taken on the CCol **Complaints and Compliments Register**
- Create a digital case file number on their communities intranet section for complaints
- Create a hard case file number in the communities complaints folder
- Upload a copy of the complaint and any supporting documents to the relevant case file number.

8.4.1.2 Notification

The Person in charge must notify the communities Regional Manager and CCOI Customer Care Department on the same day as receiving the complaint. The notification to the CCOI Customer Care Department should include:

- Complaint reference/case number
- Confirmation that a copy of the complaint and any supporting documentation are available in the allocated digital case file number in the communities complaints section
- Confirmation that the case number and details of the complaint have been logged on the **communities complaints and compliments register**.

8.4.1.3 CCOI Customer Care Department

The Person in Charge, Regional Manager and the CCOI Customer Care Department will then consult and determine the most appropriate means of resolution of the complaint i.e. informal resolution (2A) or formal investigation (2B).

8.4.2 Stage 2 A- Informal Resolution of the formal complaint (Local Level)

- If it is demonstrated that the complaint is valid and where a formal investigation of the complaint may proceed, the Complaints Officer will consider whether it would be practicable, having regard to the nature and the circumstances of the complaint, to seek the consent of the complainant and any other person to whom the complaint relates to finding a resolution to the complaint by the parties concerned
- The Complaints Officer must determine the most appropriate informal resolution approach for a particular complaint, e.g., contacting the complainant with a view to resolving the complaint informally or arranging a meeting between the parties concerned
- Where resolution is achieved through this informal process, the Complaints Officer must complete the **Complaint Report and Analysis Record (Appendix 4)** outlining the details of the complaint, the resolution process and the outcome of the resolution process including any recommendations made
- Where the complaint is not resolved by informal resolution approaches, the Complaints Officer will record the details of the informal resolution process attempted and the reasons why the approach failed to resolve the complaint and will inform the complainant of the process for the formal investigation of the complaint



8.4.3 Stage 2B- Formal Investigation of a written complaint (Local level or CCOI customer care Dept)

Where a formal investigation is required and appropriate and where informal resolution is not appropriate or was not successful, the Complaints Officer will carry out the investigation of the complaint in consultation with the CCOI Customer Care Department and all relevant parties as required. Where a formal investigation of a written complaint cannot be managed at community level by the Person in Charge, the National Complaints Officer (CCOI Customer Care Dept) will carry out the investigation of the complaint.

The complaints officer will:

- Initiate the investigation of the complaint once all steps have been taken to remove or treat any immediate harm caused by the action about which the complaint is being made
- Where required, request any documents and communicate with any persons he or she believes can assist with the investigation of the complaint
- Where required, request further information about the complaint from the complainant to enable a full and proper investigation of the complaint
- Where appropriate, the Complaints Officer may request appropriately qualified persons to carry out clinical assessments, validation exercises etc
- All information obtained by the Complaints Officer in the course of investigating a complaint will be deemed to be confidential information
- A written record will be kept of all meetings and treated in the strictest confidence
- The Complaints Officer may interview any person who they feel can assist with the investigation. Staff are obliged to co-operate fully with the investigation process and will be fully supported throughout the process
- Staff who participate in the investigation process will be required to respect the privacy of the parties involved by refraining from discussing the matter with other work colleagues or persons outside the organisation

8.4.3.1 Investigating Officer/ CCOI Complaints Officer

For CCOI the role of the Complaints Officer specified in the legislation will be carried out by a designated Investigating Officer (The Person in Charge) who will work with the Regional Managers or their nominee acting in the role of Investigation Officer. CCOI also employ a designated CCOI Complaints Officer whose role it is to oversee complaints and act as the investigating officer where complaints cannot be managed by a Person in Charge at community level. The National CCOI Complaints Officer can be contacted at customercare.national@camphill.ie

8.4.3.2 Receipt and Acknowledgment

The complaint will be acknowledged within 5 working days of receipt (**see Appendix 3: Standard Complaints Acknowledgement Letter**).



8.4.3.3 Timeframe

CCoI will endeavour to seek an informal resolution to the complaint with the consent of all parties concerned. Where the complaint will be investigated, the Complaints Officer must endeavour to investigate and conclude the complaint within 30 working days of it being acknowledged. If this timescale cannot be met, the Regional Manager and CCoI Complaints Department must be informed, and a holding letter sent to the complainant explaining the delay and an indication should be given of the time it will take to complete the investigation.

The Complaints Officer must update the complainant and the relevant staff/ service member every 20 working days. The Complaints Officer must endeavour to investigate complaints within 30 working days. However, where the 30 working days timeframe cannot be met despite every best effort, Complaints Officers must endeavour to conclude the investigation of the complaint within 6 months of the receipt of the complaint

8.4.3.4 Complex Complaints

Where a complaint spans more than one area of management, the CCoI Complaints Officer will consult with appropriate colleagues in order to prepare a consolidated response. If the nature of the complaint appears to be of a serious nature, the CCoI Complaints Officer will liaise with the Head of Services who may refer the complaint to the **Serious Incident Review Committee** during the initial investigation phase. Matters at the centre of the complaint may also be more appropriately investigated through a HR process. In respect of a complaint received where there are reasonable grounds to suspect that a criminal act has been committed, reporting to An Garda Síochána should be done once any immediate safety matters have been dealt with.

If a complaint involves an allegation of abuse or suspicion of abuse, it is managed through CCoI's Safeguarding policies and procedures.

8.5 Commencing the Complaints Management Process

The Investigating Officer/CCoI Complaints Officer should contact the complainant, advise them of their role in exploring their complaint, communicate the complaints processes and procedures that CCoI intend to follow in relation to their complaint identifying

- how their complaint will be dealt with
- the likely timeframes for completing key tasks relating to their complaint
- the likely and unlikely outcome(s) of their complaint

This information will help to manage a complainant's expectations and may minimise the likelihood for subsequent misunderstandings.

8.6 Conducting the Complaints Investigation

8.6.1 Investigation process

The Investigating Officer/CCol Complaints Officer will conduct a detailed investigation fairly and objectively respecting the privacy and confidentiality of all concerned into all aspects of the complaint. Whatever the outcome of the investigation, all evidence will be fully documented. The target timeframe is 30 days for the conclusion of the complaint

The Investigating Officer/CCol Complaints Officer:

- Shall, where appropriate, make personal contact with the complainant to clarify and detail the complaint
- Will liaise with and seek evidence from relevant personnel to explore the issues raised by the complaint
- If the complaint involves specific members of staff, the investigating Officer/CCol complaints Officer will need to liaise with the HR Dept in relation to managing the complaint where allegations are made against a staff member
- Will collate and review all available information and determine the outcome of the complaint
- Will Identify corrective and preventative action measures from each complaint and ensure that these changes are communicated to the relevant staff.
- Record the complaints management process and outcomes on **CCol's Complaints Report and Analysis Record (Appendix 4)** with documented corrective and preventative actions included
- The Investigating Officer/CCol Complaints Officer should prepare the draft CCol's **Complaint Report and Analysis Record (Appendix 4)** of his/her findings and recommendations for the consideration of the Regional Manager/Head of Services. The purpose of giving consideration to the draft report is to consider the service implications rather than to seek to alter the findings of the investigation
- Provide a copy of the final report to Head of Services for final approval

8.7 Concluding the Investigation

Depending on the outcome of the investigation, the Investigating Officer/CCol Complaints Officer will determine the appropriate action to be taken. Following the investigation, the Investigating Officer/CCol Complaints Officer will formally contact the complainant in writing with the outcome and the action taken. The final response will address all aspects of the complaint and will be signed by the Investigating Officer/ CCol Complaints Officer. Details of the appeal process will be included in the conclusion letter to the complainant.

Possible outcomes of an investigation which may lead to organisational learning and development

- **Complaint not upheld** – The investigation may find that the complaint cannot be upheld; no further action indicated other than a report back to the complainant.



- **Complaint not upheld, but further action indicated-** The investigation may find that the specific complaint cannot be upheld but other concerns were identified during the course of the investigation such as a misunderstanding or poor communication that contributed to the complaint being made
- **Complaint upheld** - The investigation may find that the complaint was justified. The Investigating Officer/CCoI Complaints Officer will then identify what preventative actions could be taken such as training staff or recommend changes in work practice
- **Complaint upheld and referral for alternative actions indicated-** The investigation may find that the complaint was justified. Information may come to light indicating a breach of CCoI rules. In this case, the matter will be escalated to a HR disciplinary process

8.8 Forms of redress where a complaint is upheld

In some instances, it may be appropriate for CCoI to offer forms of redress where it has been established that a measurable loss, or disadvantage was suffered or sustained by the complainant personally.

This redress could include:

- Apology
- An explanation
- Admission of fault
- Change of decision
- Replacement
- Correction of misleading or incorrect records
- Recommendation to make a change to a relevant policy or procedure

The CCoI Complaints Officer shall be available to advice on possible redress but may not advise a recommendation the implementation of which would require or cause

- The HSE Executive to make a material amendment to its approved service plan, or
- A service provider and the HSE Executive to make a material amendment to an arrangement under section 39.

8.9 Communicating the Outcomes of the Complaint

Post investigation of the complaint the Complaints Officer will prepare a signed and dated **Complaints Conclusion Letter (Appendix 6)** which will include:

- A description of the complaint
- A description of the investigation process to assure the complainant that their complaint has been fully and fairly investigated
- The Complaints Officer's findings
- An apology when the investigation showed that the CCOI was at fault



- If the investigation showed that there were no legitimate grounds for the complaint and the complaint was not substantiated, the report will outline the reasons why this decision was reached.
- any recommendations which he or she considers appropriate
- the reasons for such findings and recommendations

The decision should be shared at the end of the final letter rather than the beginning to encourage the complainant to read the reasoning underpinning the decision, which is communicated in a manner as concise as possible.

8.10 Timelines and Time Limitations for Complaints

8.10.1 Where complaints will not be investigated

The Investigating Officer/CCol Complaints Officer will inform the complainant in writing, **within 5 working days** of making the decision/ determination, that the complaint will not be investigated and the reasons for it.

8.10.2 Where complaints will be investigated

Where the complaint is being investigated, Investigating Officer/CCol Complaints Officer will acknowledge receipt of the complaint **within 5 working days** and must endeavour to investigate and conclude the investigation within 30 working days of it being acknowledged.

8.10.3 Extension of target timescale for completion of a formal complaint

If the investigation cannot be investigated and concluded **within 30 working days** then the Complaints Officer must communicate this to the complainant, CCol's Customer Care Dept within 30 working days of acknowledging the complaint and give an indication of the time it will take to complete the investigation. The CCol Complaints Officer must update the complainant, and the relevant staff member every 20 working days.

The CCol Complaints officer must endeavour to conclude the investigation of the complaints within 6 months of the receipt of the complaint. If this timeframe cannot be met, the Complaints Officer must inform the complainant and all relevant parties cited above that the investigation is taking longer than 6 months, give an explanation why and outline the options open to the complainant. He/ She should encourage the complainant to bear with the local CCol complaints management process while informing them that they may seek a review of their complaint by the Ombudsman

8.10.4 Time Limits for Complaints

The Complaints Officer must determine if the complaint meets the timeframes as set out in Section 47, Part 9 of the Health Act 2004 which requires the complaint to be made within 12 months:

- of the date of the action giving rise to the complaint; or
- of the complainant becoming aware of the action giving rise to the complaint.

A Complaints Officer may extend the time limit for making a complaint if in the opinion of the Complaints Officer special circumstances make it appropriate to do so. These special circumstances include but are not exclusive to the following:

- if the complainant is ill or bereaved;
- if the new relevant, significant and verifiable information relating to the action becomes available to the complainant;
- if it is considered in the public interest to investigate the complaint;
- if the complaint concerns an issue of such seriousness that it cannot be ignored;
- diminished capacity of the service user at the time of the experience e.g. mental health, critical/ long-term illness;
- where extensive support was required to make the complaint and this took longer than 12 months; or
- if the complainant was living abroad and unable to make the complaint within the 12 month timeframe.

8.10.4.1 Decision to extend/not extend the 12 month timeframe

Where a decision has been made to either extend or not to extend the 12 month timeframe, the Complaints Officer will inform the complainant within **5 working days** of the decision having being made.

8.11 Documentation

The CCol complaints procedure will be recorded on standard documentation including:

- Complaints and Compliments Form
- Acknowledgement letter
- Complaints Report and Analysis Record
- Complaint Conclusion Letter

Copies of all records will be shared with the CCol Customer Care Dept. All complaints are recorded on the ***CCol Complaints and Compliments Register***, which tracks the process, status and outcome of each individual informal and formal complaint and compliment that comes into CCol. Copies of all records will be shared with the CCol Customer Care Dept. It is the responsibility of all staff to ensure that complaint records are kept confidential and securely held. The use of a complaint reference code and the option of password-protected electronic records should be considered where required.

8.12 Organisation learning

CCOI in accordance with Part 9 of the Health Act 2004, is committed to providing a system for the management of complaints that facilitates effective feedback from and communication to all stakeholders. Responding effectively to complaints received and learning from them is a key aspect to providing a high-quality customer focused service.

CCOI recognises that that complaints are useful to the organisation. Each complaint should be viewed as an opportunity to review a service, or an aspect of the service and where indicated, support development or change

On resolution of a complaint the Complaints Officer should consider what organisation learning, if any, may need to be considered by the Community or the wider CCOI. Complaints are reviewed at Community and National level with a focus on learning and preventative action to continuously improve the CCOI services.

8.13 Stage 3: Internal Appeals Process

There is an option to appeal against the outcome of a complaint: the name and contact details of the appeals person will be provided with the outcome of the complaint. An appeal should be put in writing outlining the grounds for the appeal no later than 10 working days following the close of the investigation.

Where the request for an appeal is accepted, the Head of Services will appoint an Appeal Officer, who is not a member of the local CCOI Community, to carry out the complaint appeal process.

The Appeal Officer will:

- Review the process used to carry out the investigation of the complaint and the findings and recommendations made post investigation
- Either uphold, vary or make a new finding and recommendation
- May carry out a new investigation of the complaint or recommend that a local re-investigation of the complaint be carried out by a Complaint Officer independent of the initial investigation team
- Upon conclusion of a review the Appeal Officer shall prepare a signed and dated report on the review

Where an appeal cannot be completed within 30 days the person leading the appeal will write to the complainant letting them know why, what is being done to resolve the matter and the likely timescale to conclude the investigation. The complainant shall be kept informed of progress at least every 20 days until the complaint decision is reached.

8.14 Stage 4: External Appeals Process

If the complainant is not satisfied with the outcome of CCOI's Complaints Management Process he/she may seek an Independent review of the complaint.



8.14.4 Option 1- The Health Service Executive

Where the complainant remains dissatisfied following the internal appeals process the complainant may seek a review of their complaint from the HSE. They should also be advised that to request a review by writing to the HSE's Director of Advocacy, National Advocacy Unit, Quality and Patient Safety Directorate, HSE, Oak House, Millennium Park, Naas, Co. Kildare. Email: yoursay@hse.ie. People may make a complaint to Tel: 045 880400.

8.14.5 Option 2- Office of the Ombudsman

As provided for in the Health Act 2004, if a complainant has utilised and exhausted all internal procedures and remain unsatisfied with the outcome of their complaint, they may register a further complaint with the Ombudsman.

Office of the Ombudsman

6 Earlsfort Terrace, Dublin 2, D02 W773

Tel: 01-6395600

Email: complaints@ombudsman.ie

Website: www.ombudsman.ie

CCOI will inform the complainant that they have a right at all times to have their complaint reviewed by the Office of the Ombudsman. However, they must be made aware that the Office of the Ombudsman will, in most cases, require that CCOI complaints management process be exhausted before they will initiate a review of the complaint.

9 National CCoI Customer Care Department

All records of complaints must be kept in line with the CCoI's Data Protection Policy & Procedures. To ensure CCoI utilises complaints as a learning opportunity, all verbal and written complaints will be tracked and reviewed by CCoI's Customer Care Department. The handling of each complaint will be reviewed to test the appropriateness and practical application of the complaint's procedure

The CCoI Complaints Officer will ensure the national tracker is updated and maintained accurately, will review, and analyse complaints received to allow CCoI to identify trends and support appropriate service development as identified. and will provide the Head of Services with a monthly report which set out the following

- Categories of complaints
- Common themes
- Trends of complaints received
- The ratio of verbal to written complaints



The Head of Service shares this report with the Leadership team, Heads of Function as appropriate and the Quality and Safety Committee.

10 Reporting to the HSE

CCoI are required to provide the HSE with a report on the complaints where those complaints are made in relation to matters which fall under the scope of the Health Act 2004 i.e., complaints relating to activities or services which are funded by the HSE in whole or in part. Each community will ensure that the **Complaints and Compliments Register** is up to date at all times. This includes a section which incorporates the data required for the quarterly returns to the HSE. The Customer Care Dept will extract the data required for reporting and will issue and the end of each quarter to HSE Consumer Affairs. This report will specify all relevant complaints received by the service provider indicating

- The total number of complaints received.
- The nature of the complaints.
- The number of complaints resolved by informal means.
- The outcome of any investigations into the complaints.

This report will be copied to Head of Services and Leadership Team as part of its oversight of complaints in the organisation.

11 Implementation Plan

CCoI will take all reasonable steps to ensure that all individuals impacted by this policy are made aware of same. CCoI policies and procedures are communicated through the staff induction, intranet, email circulation to line managers and inclusion as an agenda item at staff team meetings.

12 Sign Off

- Prepared by the Head of Services
- Reviewed by the CCoI Leadership Team i.e. Chief Executive Officer, Head of Services, Head of Finance, Head of Human Resources, National Quality & Safety Lead
- Ratified by the Bard of Camphill Communities of Ireland



13 Related Documents:

This policy is designed to be considered within the context of a range of CCOI policies, legislation, and statutory regulations

- CCOI Grievance and Disciplinary Policy & Procedure
- CCOI Dignity at Work Policy & Procedure
- CCOI Code of Conduct Policy & Procedure
- CCOI Data Protection Policy & Procedure
- CCOI Freedom of Information Policy & Procedure
- CCOI Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedure
- CCOI Policy and Procedure on Trust in Care (managing allegations of Abuse against Staff Members)
- CCOI Protected Disclosures Policy & Procedure

14 Glossary of terms and definitions:

Advocate: An advocate is somebody who can act on the person's behalf when dealing with the service. The Citizen Information Board (2005) (previously Comhairle) defines advocacy as a means of empowering people by supporting them to assert their views and claim their entitlements and where necessary, representing and negotiating on their behalf.

Complaint: A "complaint" is an expression of dissatisfaction, which needs a response. The Health Act 2004 Part 9, Section 45 identifies that a complaint "is about any action of the Executive (HSE) or a service provider that:

- a) It is claimed, does not accord with fair or sound administrative practice, and*
- b) Adversely affects the person by whom or on whose behalf the complaint is made".*

Complainant: Person (s) making a complaint. Means any person who is or was provided with a health or personal social service by Western Care Association or who is seeking or has sought provision of such service may complain, in accordance with the procedures established under Section 46 of the Health Act 2004 about any action of the Service that: (a) It is claimed, does not accord with fair or sound administrative practice, and (b) Adversely affects the person by whom or on whose behalf the complaint is made.

Informal Complaint: An informal complaint is generally a complaint that can be resolved by those directly involved, i.e. the frontline staff, frontline manager, regional manager or head of department without requiring a formal investigation.

Formal Complaint: A formal complaint is a complaint that requires a formal investigation in order to proceed to a resolution.

Internal Reviewer: The Internal Reviewer will be responsible for carrying out a review of their complaint. They will review the appropriateness of a recommendation complaint in the event of the complainant appealing the outcome of made by a Complaints Officer, having regard to all aspects of the complaint and its investigation.

Upheld Complaint: Complaints where the outcome was 'upheld' are those where we investigated, and found that something went wrong or wasn't to an acceptable standard.

Vexatious: Troublesome, disagreeable, upsetting, worrisome



15 Revision History:

Revision No.	Approval Date:	Document References and Changes Made	Name:
1.4	21/02/2017	<p>Inserted Appendix 6 guidance on distinction between SAFEGUARDING & COMPLAINTS.</p> <p>Reporting structures updated.</p> <p>Outcome satisfaction of complainant inserted in monitoring form.</p>	NP&SCC
1.5	03/10/2017	<p>Section 4 – new appendix 1 which is extract from Health Act 2007 Regulations on complaints</p> <p>Section 5 amendments to tidy up responsibility of Provider & Person in Charge</p> <p>Section 6.1 has word co-worker removed and Person in Charge put in to clarify who has lead responsibility</p> <p>Section 6.4 PiC responsible for complaints records and reviews and ensuring the logging of complaints in the national Dropbox folder.</p> <p>Section 6.5 new sentences added “The complainant should be asked what outcome they like to see as a result of their complaint being investigated. Every effort should be made when addressing the complaint to seek a solution to the complaint that addresses that outcome.”</p> <p>Within the procedure there are changes to include role of Regional Managers.</p>	
1.6	11/10/2017	Section 6.3 On receipt of a complaint the Person in Charge shall inform the Regional Manager who shall be responsible for ensuring compliance under PART 10 Complaints	



		<p>Procedures, section 34 (2) & (3) – see appendix 1.</p> <p>Section 8.1 The Complaints Officer should, on receipt of a complaint, advise the Person in Charge of the complaint.</p> <p>Appendix 5 Amended to include reporting & review by Regional Manager</p>	
2.0	12/2/2021	<p>Full Review of Policy</p> <p>Section 2- Policy statement changes: Entire section from previous version removed and replaced. 2.1- Guiding Principles added.</p> <p>Section 3- Purpose: Entire section from previous version removed and replaced</p> <p>Section 4- Scope: Entire section from previous version removed and replaced</p> <p>Section 5- Definitions (section added to this policy)</p> <p>Section 6- Accountability & responsibility- Entire section from previous version removed and replaced</p> <p>Section 7- Assistance for CMSN- Section added to this version</p> <p>Section 8- Procedure: Entire section from previous version removed and replaced</p> <p>Section 9- National CCOI Customer Care Dept- (section added to this policy)</p> <p>Section 10- Reporting to HSE (section added to this policy)</p> <p>Section 11- Implementation Plan (Section added to this policy)</p> <p>-Appendices: edits made to Complaint & feedback form (Appendix 1), edits to consent statement (Appendix 2), Appendix 3,4,5,6 & 7 added to this policy.</p>	Sinead Foskin

16 Appendices:

Appendix 1 - Complaint and Feedback Form

**Camphill
Communities
of Ireland**

Complaint and Feedback form



We welcome your feedback.

CCol is committed to providing high quality care and support services and meeting your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services. This form may be used to make a complaint or provide feedback on services, but you are not obliged to use this form. You may choose to speak to a member of our team or write to our PIC.

Complaint Reference Number

This is a

☐ **compliment**

☐ **complaint**

☐ **comment**

I am a

☐ Community Member with Support Needs

☐ family member

☐ representative/advocate ☐ CCol Team Member

☐ member of public

☐ Statutory/Voluntary agency staff

☐ Other

Name of Community Member with Support Needs : _____

For the purpose of investigation of my complaint, I grant permission to CCol to access my personal confidential information. This may be necessary to fully investigate your complaint.

Yes ☐ No ☐

Person making complaint/compliment

Name:

Address:

Contact Details phone and email



Date of experience leading to the complaint/Compliment

__/__/__

Have you reported your comment to a CCol staff member or volunteer? No Yes

If yes please enter name, location, and date

Please outline a brief description of your complaint / feedback

If you are describing a complaint, please include how you think we could help you resolve the complaint effectively.

Have you attempted to resolve the matter prior to this? Yes

☐

No

☐

If Yes, what happened? _____

Do you have any special needs e.g. wheelchair access, sign language, need for interpreter etc. that you would like us to facilitate:

What are you hoping to achieve by making this complaint/ raising this concern?

Signed: _____

Date: _____

Appendix 2-Consent Statement

Camphill
Communities
of Ireland

Consent Statement



In the event of a complaint being made on behalf of a Community Member with Support Needs, the Community where the complaint is lodged must endeavour to ensure, where appropriate that the complaint is being made with the consent of the Community Member with Support Needs.

If a person lacks capacity then consent to act on that person's behalf must be obtained from a person who has the legal power to act on the person's behalf. This does not prevent any person affected by a failure in the service to make a complaint in their own right.

Consent statement:

I (insert name) **give my consent** for the complaint (insert complaint reference number) being made on my behalf by (insert name)

Signed: _____

Date: _____

Name in block capitals: _____

For the purpose of investigation of my complaint, I grant permission to CCoI to access my personal confidential information. This may be necessary to fully investigate your complaint.

Yes ☐ No ☐

I (insert name) **do not give my consent** to the complaint (insert complaint reference number) being made on my behalf (insert name)

Signed: _____

Date: _____

Name in block capitals: _____

Witness Signature: _____ Date: _____

Name in Block Capitals: _____

Relationship to You: _____



Appendix 3: Standard Complaints Acknowledgement Letter

Camphill
Communities
Of Ireland

National Governance Office,
Ground Floor, Unit W5D,
Ladytown Business Park,
Ladytown, Naas,

Tel: 045-483735

Website: www.camphill.ie

Email: nationaloffice@camphill.ie



Complaints Officers Address

Insert Date

Insert Complaints Reference No

Insert name and complainant's address

Dear (Insert Complainants title and name)

Thank you for your (letter/email/complaint form) dated **(insert date)** which was received on **(insert date)**, regarding your concerns arising from **(insert details)**.

I will be undertaking a full investigation in line with CCol's *Complaints, comments and feedback Policy and Procedure* of the issues listed hereunder and hope to have a response to you by **(insert date for 30 working dates from date of acknowledgement)**.

1. (list and number issues identified within complaint)

Please note that you will be kept informed of any delays that may arise in dealing with your complaint.

If on conclusion of the investigation you are not satisfied with the outcome of this process then you can appeal the decision by either seeking a review within CCol or by contacting the HSE or the Office of the Ombudsman directly.

Thank you again for taking the time to bring your concerns to our attention. We welcome all feedback as this provides us with a valuable insight into our services from the Community Member with Support Needs' perspective and can inform service improvement.

If you require further clarification on anything then please don't hesitate to contact me on the number below.

Please note that the details of your complaint will be recorded on CCol's Complaints Management System (electronic system on which all CCol complaints are recorded).

Yours Sincerely,

(insert name)

Complaints Officer

(Insert CCol Community/contact details)



Appendix 4 Complaints Report and Analysis Record

Camphill
Communities
of Ireland

Complaint Report & Analysis Record



To be completed for ALL complaints: Verbal, Written, Formal, Informal, and Anonymous

Complaint Analysis Actions	Outcomes
Title of the Complaint: What is the complaint?	
Who did you receive the complaint from? (State relationship to the complainant)	
Date of Receipt of the Complaint:	
Name and Role of the Person investigating the Complaint	
Name and Address of the Complainant: The person making the complaint	
Names and Roles of all the People Involved in the Investigation of the complaint: Who needs to be interviewed?	
Background Information:	
Investigation: Details of the meetings, supporting documentation reviewed etc.	



Findings:	
Recommendations:	
Corrective Actions:	
Preventative Actions:	
Date Issued to Line Manager for approval	
Communication of the Report: Who will the report be provided to?	
Appendices: Should contain all the supporting documentation gathered during the investigation	

Copy to be shared with the Ccol Complaints Officer at the conclusion of the complain

Appendix 5 Complaints Stages Recording Requirements

Stages of Complaints		Summary of complaints Process	Recording requirements
1	Verbal Complaint resolved at point of contact	Verbal Complaint resolved at point of contact at a local level. Usually resolved immediately or within 24 hours.	<ul style="list-style-type: none"> Complaint Report & Analysis Record completed Complaint logged on community complaints tracker Case file created (Hard copy & Sharepoint) CCOI Customer Care Dept and Regional Manager Notified
2a	Formal complaint- Informal resolution	Formal complaint resolved through informal process.	<ul style="list-style-type: none"> Complaint logged on community complaints tracker Case file created (Hard copy & Sharepoint) Copy of complaint & supporting documentation added to case file (hard copy & Sharepoint) CCOI Customer Care Dept and Regional manager notified Complaint Report & Analysis Record completed
2b	Formal Complaint- Investigation of written complaint	Written complaint investigated and findings documented in a written report stating outcome i.e. complaint upheld/partially upheld/not upheld. This stage of the complaints process can be either carried out at a local level by the Communities Complaints Officer or by the CCOI Customer Care Department Complaints Officer.	<ul style="list-style-type: none"> Complaint logged on community complaints tracker Complaint and feedback from completed Case file created (Hard copy & Sharepoint) CCOI Customer Care Dept and Regional Manager Notified Complaint Report & Analysis Record completed
3	Internal Appeals Process	Complainant not accepting the outcome of an Investigation can request that CCOI carry out a review of the procedures used to manage the complaint.	<ul style="list-style-type: none"> CCOI Customer care Department will upload copy of request for appeal and outcome to the communities Case File & community tracker
4	Independent Review	Complainant dissatisfied with outcome of CCOI Internal Review, seeks a review by the Office for the Ombudsman/HSE	<ul style="list-style-type: none"> External Process, any communication/requests for information from external bodies should be recorded in the allocated Case file (both Sharepoint & Hard copy).

Appendix 6- Letter of response to complainant following investigation of complaint

Camphill
Communities
Of Ireland

National Governance Office,
Ground Floor, Unit W5D,
Ladytown Business Park,
Ladytown, Naas,

Tel: 045-483735

Website: www.camphill.ie

Email: nationaloffice@camphill.ie



(Insert complaints officer's address)

(Insert Complaint reference number)

(Insert date)

(Insert name and complainants address)

Dear *(Insert complainants title and name)*

I wish to inform you that I have completed my investigation into your complaint dated *(insert date)*, which I received on the *(insert date)*. I now Enclose for your information an outline of the investigation process and my findings and recommendations.

Section 1) Summary of the complaint

in this section give a brief summary of the complaint (Who made the complaint?, What is the complaint about?, Where did the alleged incident happen?, When did it happen?)

Section 2) The investigative Process

A) List complaint issues Below (for example)

Issue 1: *Staff behaviour and attitudes- give detail*
Issue 2: *Service/community issues- give detail*
Issue 3: *Communication- give detail*

B) Insert a description of the investigation process

Issue 1: (insert detail of issue)-Investigation of this issue encompassed the following (insert detail)
Issue 2: (insert detail of issue)- Investigation of this issue encompassed the following (insert detail)
Issue 3: (insert detail of issue)- Investigation of this issue encompassed the following (insert detail)

Section 3) Findings & Recommendations

A) Outline the findings of your investigation / give a summary of the outcome of the investigation.

Where relevant answer the following questions:

- How did the incident happen?*
- Why did it happen?*

Finding example:



I am unable to uphold your complaint in relation to this specific issue as I am unable to reach a determination one way or the other on the matter. I would like to emphasise however that this does not mean that I do not accept your version of events, merely that it is not possible to reach a conclusion on this issue

- b) State whether you acknowledge any fault on behalf of the CCOI – apologise where CCOI is at fault.
(insert where relevant- Again I would like to sincerely apologise for *(insert reason)*. I can assure you that this is not the level of service we would wish to provide.)

Section 4- Learning (insert detail on any learning identified as a result of complaint)

For example: I would like to take this opportunity to thank you again for taking the time to contact us with your concerns. I want to assure you that the investigation and recommendations outlined above has resulted in important learning for the Centre and subsequently will lead to service improvement.

Section 5- Recommendation Summary

List details of all recommendations below

If you wish to have any matter or issue clarified please do not hesitate to contact me on [\(insert contact number\)](#) or email me at [\(insert email\)](#).

If you are dissatisfied with my recommendation(s) you are entitled to seek a review of same by setting out in writing the grounds for your dissatisfaction with my recommendations writing, within 10 working days, to the CCOI Customer Care Department who will assign an Appeals Officer to your case.

To request an internal review, please contact:

Customer Care Department
Address
Tel:

Yours sincerely

[\(Insert name\)](#)

Complaints Officer



Making a complaint



Not Happy

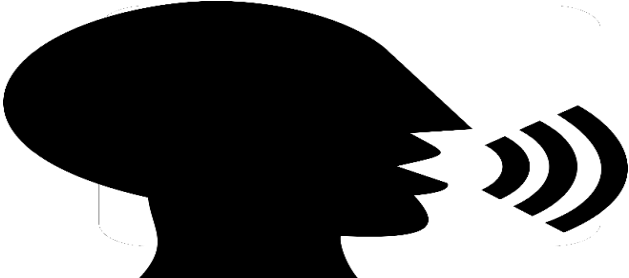



Talk to the

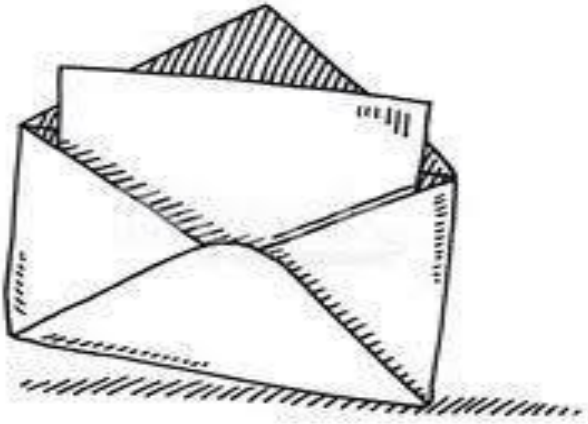


Person in
Charge

Insert
Photo

A complaint in Camphill Community (Insert Name)

	<p>We want you to tell us if we could do better</p>
	<p>You can make a complaint, or your family member or advocate can do it for you</p>
<div data-bbox="185 1068 798 1579"><p>Insert Photo</p></div>	<p>If you or someone else is unhappy, you can speak to one of the staff. Or you can speak to (insert name), Person in Charge</p>
	<p>Tell us as soon as you can about the problem</p>
	<p>We will try to fix the problem right away if we can</p>



If your complaint is complicated it will take a bit longer. The Person in Charge will write to you and talk to you about what will happen next



We will tell you what we found when your complaint was investigated



If you think your complaint was not handled fairly you can telephone *(insert name)*, Regional Manager *(insert no.)*



If you remain unsatisfied you can contact the HSE on 045-880400 or the Office of the Ombudsman on 01-6395600

17 Signature Sheet:

I have read, understand and agree to adhere to the attached Policy, Procedure, Protocol or Guideline:

Print Name	Signature	Area of Work	Date

